AIO® Wall Mounted and Wall Mounted Pro (Gen 2 and 3)

Maintenance and Troubleshooting Guide



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1. AIO® WALL MOUNTED (GEN 2/3)

⚠WARNING

- Service must only be performed by qualified professionals.
- Improper servicing or modifications by unqualified individuals can result in serious injury or death.
- Always follow all safety precautions outlined in this guide and on the equipment labels during any maintenance or repair activity.

2. ABOUT THIS GUIDE

This Maintenance and Troubleshooting Guide is provided with the AIO® Wall Mounted Unit and should remain with the customer. It must be handed over to the professional service provider responsible for the unit's upkeep. If the customer changes service providers, the guide must be transferred accordingly.

2.1 Purpose of this guide

This guide outlines the required procedures for safely maintaining the AIO® Wall Mounted Unit. Proper use of these instructions helps reduce the risk of:

- Improper servicing
- Equipment damage
- Suboptimal performance

Important: Read the entire guide before beginning any service or maintenance tasks. Pay attention to all safety warnings and notices.

2.2 Service provider responsibilities

It is the service provider's responsibility to maintain the unit safely and in compliance with all applicable local and national codes. Be aware that certain maintenance activities may pose greater hazards than the unit's normal operation.

Follow all safety precautions detailed in this guide. If a conflict arises between this guide and recognized safe practices, always follow the more stringent safety requirement.

2.3 Safety notices

Warnings, Cautions, and Attentions are highlighted throughout this guide. Review and follow each notice carefully:

⚠WARNING

Indicates a potentially hazardous situation that, if not avoided, could result in death, serious injury, or significant property damage.

⚠CAUTION

Indicates a situation that, if not avoided, could result in minor to moderate injury.

⚠WARNING

Indicates a situation that, if not avoided, could result in reduced system performance.

3. GENERAL WARNINGS

⚠WARNING

When lifting the unit, at least two people are required. Attempting to lift the unit alone may cause back or other bodily injury.

⚠WARNING

The AIO® Wall Mounted Unit contains a sealed refrigeration system under high pressure. Do not puncture, heat, incinerate, or expose the unit to an open flame.

4. SHUTTING DOWN THE POWER

To reduce the risk of electrocution, follow this procedure before servicing the unit:

1. Turn off the electrical power at the source, such as the circuit breaker or fuse box connected to the unit.
2. Apply lockout/tagout (LOTO) devices according to OSHA-compliant procedures to prevent accidental power restoration.
3. Verify that power is disconnected by using an appropriately rated voltmeter or electrical tester.
4. Discharge all start/run capacitors with an appropriate capacitor discharge tool.
5. Confirm that capacitors are fully discharged using a voltmeter.

⚠WARNING

Do not begin any service until you have ensured the unit is completely de-energized.

5. INSPECTING AND CLEANING THE FILTERS

Cleaning the filters of an indoor AC unit is essential for maintaining efficient operation, extending the unit's life, and improving indoor air quality.

⚠WARNING

In extreme cases, clogged filters may create a fire hazard and will void the warranty.

5.1 Frequency

1. **Inspection:** The AIO® Wall Mounted filters must be checked every month, especially during periods of high usage, and cleaned as needed. In environments with high dust or contaminants, cleaning will need to be more frequent.
2. **Seasonal Cleaning:** At a minimum, filters should be cleaned at the beginning and end of each cooling or heating season.
3. **Replacement Considerations**
   - **Damaged Filters:** During cleaning, check for wear and tear on the filters. If filters are torn, damaged, or show signs of heavy buildup that cannot be cleaned, they should be replaced.
   - **Regular Replacement:** Some filters are designed to be replaced rather than cleaned. Follow the manufacturer's recommendation for replacement intervals, if applicable.

5.2 Cleaning the filters

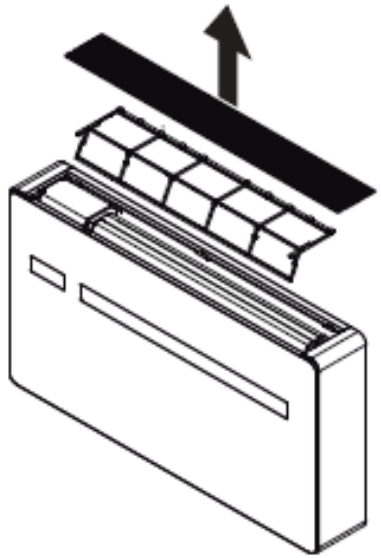
1. **Turn off the power:** Before handling filters, follow the steps in **Shutting Down the Power** to fully de-energize the unit, and wait five minutes for the AIO® Wall Mounted to cool down.
2. **Remove the grille:** Open the return air grille by pulling it toward you and lifting upward.

3. **Remove the filters:** Remove the filters carefully to avoid damage or releasing trapped dust into the air.
    - **Access the filters:** Lift the return air grille on the top by pulling it toward yourself and lifting it.

Figure 1.

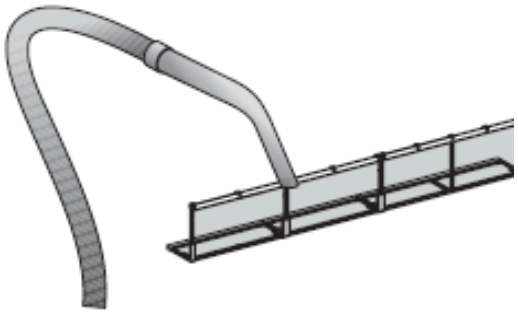


Figure 2.



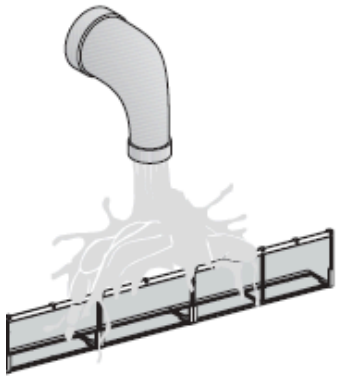
4. **Clean the filters:** Clean the filters using one of the following methods:
    - **Vacuum cleaning:** For light cleaning, use a vacuum cleaner with a soft brush attachment to remove dust and debris from the filter.

Figure 3.



- **Water rinse:**
    - For a more thorough cleaning, rinse the filters under lukewarm running water.
    - Make sure the water flows in the opposite direction of the filter's normal airflow.
    - Avoid using hot water or harsh chemicals.

Figure 4.



- **Mild detergent**:
    - If the filters are heavily soiled, soak them in a mixture of water and mild detergent.
    - Gently scrub with a soft brush, if necessary.
    - Rinse the filters with clean water to remove any soap residue.

5. **Dry the filters**
    - Remove excess water from the filters.
    - **Do not use heat:** Avoid using hair dryers, heaters, or direct sunlight to dry the filters, because this can damage the filter material.
6. **Reinstallation**
    - **Ensure proper fit:** Reinstall the filters into the unit, making sure that they fit securely.
    - **Check seals:** Ensure that the filters and any gaskets are properly seated to prevent unfiltered air from bypassing the filter and entering the system.
7. **Replace the grille**
    - Return the air grille to its place above the filter.
8. **Final check**
    - **Turn the unit on:** After reassembly, turn the unit back on and check for normal operation.

6. CLEANING THE LOUVERS

The louvers direct airflow from the unit. Keeping them clean ensures proper airflow and prevents noise, blockage, or improper operation.

6.1 Frequency

Inspect the louvers every three months and clean them as needed.

In environments with high dust, debris, or outdoor exposure, more frequent cleaning may be required.

6.2 Cleaning the louvers

To clean the louvers:

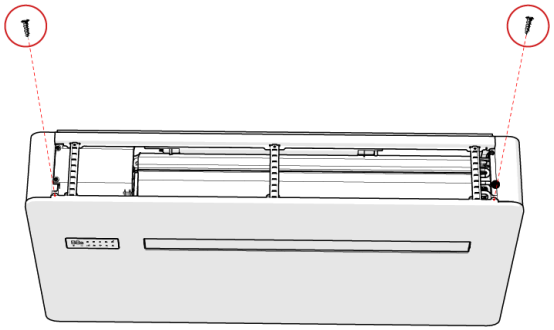
1. **Turn off the power.**
   Follow the steps in Shutting Down the Power.
2. **Inspect the louvers.**
   Check for dust, debris, or foreign objects that may restrict movement.
3. **Clean the louvers.**
   - Use a soft cloth or brush to remove dust and debris.
   - For heavier buildup, wipe with a damp cloth using mild detergent.
4. **Check louver movement.**
   Manually move the louvers (if accessible) or run the unit to ensure smooth operation.

7. ACCESSING THE COILS AND DRAINAGE COMPONENTS

To access the coils for cleaning:

1. **Turn off the power:** Before handling filters, follow the steps in **Shutting Down the Power** to fully de-energize the unit, and wait five minutes for the AIO® Wall Mounted to cool down.
2. **Remove the front panel.**
   - Lift the grille off the unit and set it aside.
   - **Remove the two screws located on the top surface of the unit, near the front edge.** These are shown in the figure below.

Figure 5.

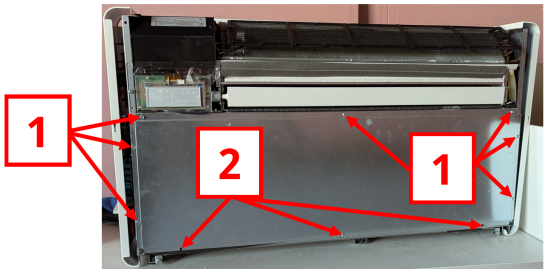


   - Gently pull the top panel forward and set it aside.
3. **Open the bottom access panel.**
   - Use an electric screwdriver to remove the top screws (labeled 1 in the figure below) that secure the bottom access panel.
   - Loosen the lower screws (labeled 2 in the figure below) that support the panel, but do not remove them completely.

⚠CAUTION

Do **not** remove the two bottom screws from the unit.

Figure 6.



   - **Carefully lift the bottom access panel** off the loosened screws and set it aside.

8. CLEANING THE COILS

Cleaning the coils prevents airflow issues and enhances overall system efficiency.

8.1 Frequency

The coils must be cleaned once every 18 months. In environments with high dust or contaminant levels, the coils will need to be cleaned more frequently.

8.2 Cleaning the Evaporator Coil

⚠WARNING

We recommend cleaning the evaporator coil before the condenser coil.

The evaporator coil is located above the louver. Scan the following QR code or click this link to view a video of the proper way to clean the evaporator coil.

Figure 7.

To clean the evaporator coil:

1. **Access the coils.**
   - For more information, see Accessing the Coils and Drainage Components.
2. **Clean the coil using a non-metallic HVAC coil cleaning brush or paintbrush.**
   - Use the brush on the front of the entire coil assembly.

⚠CAUTION

Do **not** use a metal brush to clean the unit. Doing so can damage the coils and fins.

3. **Rinse the coil.**
   - Use a small amount of water at room-temperature.
   - For stubborn dirt, you can brush the coil as you rinse it.

⚠CAUTION

Do **not** use a power washer to clean the unit. High-pressure water can bend or damage the coils and fins.

4. **Spray the coil with a certified HVAC coil cleaner.**
   - It is recommended that you use Viper Aerosol Coil Cleaner because it is non-toxic and will not damage the pump.
   - Use a generous amount of spray.
5. **Wait 5-10 minutes.**
   - The coil cleaner will foam and then dissolve.
6. **Rinse the coil.**
   - Use a small amount of room-temperature water.
7. **For Gen 1 units, reattach the temperature sensor.**
   - Return the temperature sensor from the place you removed it.

8.3 Cleaning the Condenser Coil

The coil towards the bottom of the unit is the condenser coil.

Scan the following QR code or click this link to view a video of cleaning the condenser coil.

Figure 8.

To clean the evaporator coil:

1. **Access the coils.**
   - For more information, see Accessing the Coils and Drainage Components.
2. **Remove the temperature sensor from the condenser coil.**
   - Pull the sensor holder straight out from the condenser coil.
   - **DO NOT USE A SCREWDRIVER** to remove the temperature sensor.
   - Take care not to bend the fins of the condenser coil while removing the temperature sensor.
3. **Disconnect the clear condensate drain hose from the right side of the condenser drain pan.**
   - Hold the upper part of the drain hose in one hand.
   - Pull the top half of the drain hose up using the other hand. The drain hose will come free from the evaporator pan coupling.
4. **Disconnect and remove the condenser drain pan cover from the unit.**
   - Unscrew the two drain pan cover screws (labeled in the following figure).

Figure 9.



   Note: You may need to break the foam insulation seal to remove the drain pan cover.
   - Remove the condenser pan cover from its place, and put it aside.

     Note: The condenser pan cover remains connected to the unit. Make sure not to damage any of the connections to the condenser pan.
5. **Rinse the coil.**
   - Use room temperature water.
   - For stubborn dirt, you can brush as you rinse it.

⚠CAUTION

Do **NOT** use a power washer.

6. **Clean the coil using a non-metallic HVAC coil cleaning brush or paintbrush.**

⚠CAUTION

Do **NOT** use a metal brush which will damage the coils and fins.

   - Use the brush on the front of the entire coil assembly.
   - Make sure to brush behind the drain hose and the connection to the evaporator pan.
7. **Spray the coil with a certified HVAC coil cleaner.**
   - It is recommended that you use *Viper Aerosol Coil Cleaner* because it is non-toxic and will not damage the pump.
   - Use a generous amount of spray.
8. **Clean the coil using a non-metallic HVAC coil cleaning brush or paintbrush.**

⚠CAUTION

Do **NOT** use a metal brush which will damage the coils and fins.

   - Use the brush on the front of the entire coil assembly.
   - Make sure to brush behind the drain hose and the connection to the evaporator pan.
9. **Wait 5-10 minutes.**
   - The coil cleaner will foam and then dissolve.
10. **Rinse the coil.**
    - Use room temperature water.
    - For stubborn dirt, you can brush while you rinse.
11. **Use the brush to clean the pump insert (on the bottom left of the unit) and the floor of the unit.**
12. **Rinse the pump insert and the floor of the unit.**
13. **Position the evaporator pan in the unit.**
14. **Reattach the evaporator pan to the unit using the screws that were removed in step 5.**
15. **Reconnect the drain hose to the evaporator pan.**
    - Attach the clear drain hose to the evaporator pan.
    - Ensure that the connection is secure.
16. **Reattach the temperature sensor to the coil.**
    - Clip the temperature sensor onto the condenser coil.
    - **Note:** Ensure that you replace the sensor to the spot from which it was removed.

17. **Replace the covers.**
    - For more information, see Replacing the Covers.

9. REPLACING THE COVERS

To replace the covers on the unit:

1. **Reattach the metal bottom access panel.**
    - Slot the bottom access panel on the three loosened screws.
    - Secure the bottom metal access panel in place with the other seven screws.
    - Tighten all of the screws.
2. **Reattach the front panel of the unit.**
    - Position the front panel in place.
    - Secure the front panel with the screws.

10. CLEANING THE DRAINAGE COMPONENTS

Cleaning the drainage components ensures proper draining of the unit. If the drainage components are not cleaned, it may result in the unit flooding and operating improperly.

10.1 Frequency

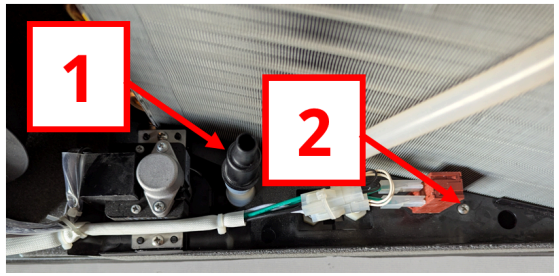
The drainage components must be cleaned every 6 months.

10.2 Cleaning the drainage components

To clean the drainage components:

- **Disconnect the clear condensate drain hose from the right side of the condenser drain pan.**
    - Hold the upper part of the drain hose in one hand.
    - Pull the top half of the drain hose up using the other hand. The drain hose will come free from the condenser pan coupling.
- **Disconnect and remove the condenser drain pan cover from the unit.**
    - Unscrew the two drain pan cover screws (labeled in the following figure).

Figure 10.



Note: You may need to break the foam insulation seal to remove the drain pan cover.

- Remove the condenser pan cover from its place, and put it aside.

  Note: The condenser pan cover remains connected to the unit. Make sure not to damage any of the connections to the condenser pan.

- **Use the brush to clean the pump insert (on the bottom left of the unit) and the floor of the unit.**
- **Rinse the pump insert and the floor of the unit.**
- **Vacuum the drain hose.**
  - Attach a vacuum cleaner to the clear drain hose.
  - Suction out any debris or blockages.
- **Position the evaporator pan cover in the unit.**
- **Reattach the evaporator pan cover to the unit using the screws removed in step 5.**
- **Flush the evaporator pan.**
  - Pour fresh water into the lower section of the evaporator pan. Use a vacuum cleaner to suction out the water.
  - Repeat the process, if necessary, until the water that is vacuumed out is clear.
- **Reconnect the drain hose to the evaporator pan.**
  - Attach the clear drain hose to the evaporator pan.
  - Ensure that the connection is secure.
- **Refill the trap.**
  - Pour one cup of water into the evaporator pan to refill the siphon (trap), located in the compressor compartment. This ensures that the trap functions properly by maintaining a water seal.
- **Check seals.**
  - Ensure that the drain pan cover is seated properly
- **Ensure any backflow prevention components are clean and unobstructed.**

11. REPLACING THE REFRIGERANT

1. **Turn off the unit and disconnect electrical power** as described in **Shutting Down the Power.**
2. **Identify the correct refrigerant type** on the unit's nameplate. Only use **manufacturer-specified refrigerants.**
3. **Connect certified recovery equipment** and **fully recover the existing refrigerant**, following all applicable EPA guidelines.
4. **Verify the system is fully depressurized** before opening any part of the sealed refrigeration circuit.
5. **Evacuate the system** using a vacuum pump until the required vacuum level is reached.
6. **Recharge the system** with the correct type and quantity of refrigerant.
7. **Check all connections for leaks** using an approved leak detection method.
8. **Restore power and restart the unit.** Confirm the system is operating correctly.

12. TROUBLESHOOTING

The following sections provide troubleshooting information and include a list of error codes and their mitigations.

12.1 Error codes

The following provides a list of error codes, their causes, and the unit operations that can continue despite the error.

E1 Error Code

- The Room Temperature (RT) sensor or the MCU Board is faulty.
- This sensor only monitors the antifreeze function on the indoor coil. The unit can still function in Cooling, Heating, and Dehumidification modes.

E2 Error Code

- The Internal Pressure Temperature (IPT) sensor or the MCU Board is faulty.
- The unit cannot operate in any mode.

E3 Error Code

- The Outside Temperature (OT) sensor or the MCU Board is faulty.
- The unit cannot operate in any mode.

E4 Error Code

- The Outdoor Pressure Temperature (OPT) sensor or MCU Board is faulty.
- The unit can still function in Cooling, Heating, and Dehumidification modes. Defrosting is performed at fixed times.

E5 Error Code

- The internal fan motor is faulty.
- The unit cannot operate in any mode.

E6 Error Code

- The external (condenser) fan motor is faulty.
- The unit cannot operate in any mode.

E7 Error Code

- There is no communication with the display.
- The unit cannot operate in any mode.

E8 Error Code

- The compressor discharge probe failed.
- The unit cannot operate in any mode.

CP Error Code

- The Contact Presence (CP) contact is open.
- The unit cannot operate in any mode.

OF Error Code

- Condensate is not draining, and the drain pan is full.
- The unit cannot operate in any mode.

E12 Error Code

- The driver communicates correctly with the controller, but the compressor does not function.
- The unit cannot operate in any mode.

CE Error Code

- There is a communication error between the MCU Board and the display.
- The unit cannot operate in any mode.

E16 Error Code

- The 4-way valve is not properly connected to the MCU Board, or the refrigerant circuit is empty.
- The unit cannot operate in any mode.

E17 Error Code

- The driver is not programmed correctly, or the compressor installed in the unit is not compatible with the designated type.

  Note: This error is meant only for the production team.
- The unit cannot operate in any mode.

E19 Error Code

- An ohm value is out of range, or there is an open contact.

  Note: This error is meant only for models with electric strip heating.
- The unit cannot operate in any mode.

E20 Error Code

- The (GT) second external exchanger (condenser) temperature probe is faulty.
- The unit cannot operate in any mode.

E22 Error Code

- The unit is attached to an incompatible power supply.
  a. For 230 VAC units: The input power supply is not in compliance with the safety and use range:

     230 VAC ±10% (207 VAC - 253 VAC).
  b. For 115 VAC units: The input power supply is not in compliance with the safety and use range:

     115 VAC ±10% (104 VAC - 126 VAC).

  Note: This error code may appear when the unit is turned off because the capacitor packs remain charged **for at least one minute**. In this case, the error code will disappear as soon as the capacitor packs discharge.
- The unit cannot operate in any mode.

E23 Error Code

- This code is not relevant for any models currently sold in the USA.

  Note: This error is only meant for models with ultra-violet lamps.
- The unit can operate normally.

E24 Error Code

- There is a communication error between the MCU Board and the ERV Board.
- The unit cannot operate in any mode.

12.2 Mitigations

The following sections provide information on handling various errors and correcting the issues that caused the errors.

Follow the mitigation instructions in the order provided.

E1 - Room Temperature Sensor Error

To troubleshoot an **E1** error code:

1. **Check that the RT sensor connector is correctly connected to CN18.**
   a. If the RT sensor connector is correctly connected to CN18, continue with step 2.
   b. If the RT sensor connector is not inserted correctly into CN18:
      i. Insert the RT sensor connector into CN18.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 2.
2. **Check that the RT sensor is intact and does not show any signs of skinning or breakage.**
   a. If the RT sensor is intact, continue with step 3.
   b. If the RT sensor is not intact:
      i. Replace the RT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 3.
3. **Disconnect the RT sensor, and check the Ohmic value with a multimeter.**
   a. If the Ohmic value is between 5.25 kΩ and 6.75 kΩ at room temperature, continue with step 4.
   b. If the Ohmic value is not between 5.25 kΩ and 6.75 kΩ at room temperature:
      i. Replace the RT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 4.
4. **Disconnect the RT sensor and use a multimeter to check if there is a short circuit between the poles on the RT sensor.**
   a. If there is no short circuit between the poles of the RT sensor, continue with step 5.
   b. If there is a short circuit between the poles of the RT sensor:
      i. Replace the RT sensor.
      ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 5.

5. **Switch the RT sensor connectors and turn on the power to the unit. Check if error code E4 appears in place of error code E1.**
   a. If error code **E1** still appears, continue with step 6.
   b. If error code **E4** appears:
      i. Replace the RT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 6.
6. **Replace the MCU Board.**

E2 – IPT Sensor Error

To troubleshoot an **E2** error code:

1. **Check that the IPT sensor connector is correctly connected to CN18.**
   a. If the IPT sensor connector is correctly connected to CN18, continue with step 2.
   b. If the IPT sensor connector is not inserted correctly into CN18:
      i. Insert the IPT sensor connector into CN18.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 2.
2. **Check that the IPT sensor is intact and does not show any signs of skinning or breakage.**
   a. If the IPT sensor is intact, continue with step 3.
   b. If the IPT sensor is not intact:
      i. Replace the IPT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 3.
3. **Disconnect the IPT sensor, and check the Ohmic value with a multimeter.**
   a. If the Ohmic value is between 5.25 kΩ and 6.75 kΩ at room temperature, continue with step 4.
   b. If the Ohmic value is not between 5.25 kΩ and 6.75 kΩ at room temperature:
      i. Replace the IPT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 4.
4. **Disconnect the IPT sensor and use a multimeter to check if there is a short circuit between the poles on the IPT sensor.**
   a. If there is no short circuit between the poles of the IPT sensor, continue with step 5.
   b. If there is a short circuit between the poles of the IPT sensor:
      i. Replace the IPT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 5.
5. **Switch the IPT sensor connectors and turn on the power to the unit. Check if error code E4 appears in place of error code E2.**
   a. If error code E2 still appears, continue with step 6.
   b. If error code E4 appears:
      i. Replace the IPT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 6.
6. **Replace the MCU Board.**

E3 – OT Sensor Error

To troubleshoot an **E3** error code:

1. **Check that the OT sensor connector is correctly connected to CN17**.
   a. If the OT sensor connector is correctly connected to CN17, continue with step 2.
   b. If the OT sensor connector is not inserted correctly into CN17:
      i. Insert the OT sensor connector into CN17.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 2.
2. **Check that the OT sensor is intact and does not show any signs of skinning or breakage.**
   a. If the OT sensor is intact, continue with step 3.
   b. If the OT sensor is not intact:
      i. Replace the OT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 3.
3. **Disconnect the OT sensor, and check the Ohmic value with a multimeter.**
   a. If the Ohmic value is between 5.25 kΩ and 6.75 kΩ at room temperature, continue with step 4.
   b. If the Ohmic value is not between 5.25 kΩ and 6.75 kΩ at room temperature:
      i. Replace the OT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 4.
4. **Disconnect the OT sensor and use a multimeter to check if there is a short circuit between the poles on the OT sensor.**
   a. If there is no short circuit between the poles of the OT sensor, continue with step 5.
   b. If there is a short circuit between the poles of the OT sensor:
      i. Replace the OT sensor.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 5.
5. **Switch the OT sensor connectors and turn on the power to the unit. Check if error code E1 appears in place of error code E3.**
   a. If error code **E3** still appears, continue with step 6.
   b. If error code **E1** appears:
      i. Replace the OT sensor.
      ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 6.

6. Replace the MCU Board.

E4 – OPT Sensor Error

To troubleshoot an **E4** error code:

1. Check that the OPT sensor connector is correctly connected to CN17.

a. If the OPT sensor connector is correctly connected to CN17, continue with step 2.

b. If the OPT sensor connector is not inserted correctly into CN17:

i. Insert the OPT sensor connector into CN17.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 2.

2. Check that the OPT sensor is intact and does not show any signs of skinning or breakage.

a. If the OPT sensor is intact, continue with step 3.

b. If the OPT sensor is not intact:

i. Replace the OPT sensor.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 3.

3. Disconnect the OPT sensor, and check the Ohmic value with a multimeter.

a. If the Ohmic value is between 5.25 kΩ and 6.75 kΩ at room temperature, continue with step 4.

b. If the Ohmic value is not between 5.25 kΩ and 6.75 kΩ at room temperature:

i. Replace the OPT sensor.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 4.

4. Disconnect the OPT sensor and use a multimeter to check if there is a short circuit between the poles on the OPT sensor.

a. If there is no short circuit between the poles of the OPT sensor, continue with step 5.

b. If there is a short circuit between the poles of the OPT sensor:

i. Replace the OPT sensor.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 5.

5. Switch the OPT sensor connectors and turn on the power to the unit. Check if error code E2 appears in place of error code E4.

a. If error code E4 still appears, continue with step 6.

b. If error code E2 appears:

i. Replace the OPT sensor.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 6.

6. Replace the MCU Board.

E5 – Faulty Internal Evaporator Fan Motor

To troubleshoot an **E5** error code:

1. Turn off the power.

a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.

2. Check that the ECM evaporator fan motor cable is connected correctly to the CN7 contact.

a. If the ECM evaporator fan motor cable is correctly connected to the CN7 contact, continue with step 3.

b. If the ECM evaporator fan motor cable is not connected correctly to the CN7 contact:

i. Connect the evaporator fan motor cable to the CN7 contact.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 3.

3. Check if the fan turns freely.

a. Carefully insert a screwdriver into the front vent and test the upper fan to see if it turns freely.

b. If the fan turns freely, continue with step 4.

c. If the fan does not turn freely:

i. Disassemble the internal coil to access the fan and remove the item that is preventing the fan from spinning freely.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power, and continue with step 4.

4. Check if the air filter is clean.

a. If the air filter is clean, continue with step 5.

b. If the air filter is not clean:

i. Clean the air filter.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 5.

5. Check that the wiring of the internal fan motor (FAN-IN) is intact and does not show any signs of skinning or breakage.

a. If the wiring of the internal fan motor is intact, continue with step 6.

b. If the wiring of the internal fan motor is not intact:

i. Replace the fan motor.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 6.

6. Check that the signal control dip switch (L) is pointed down (0-6V).

a. If the signal control dip switch is pointed down, continue with step 7.

b. If the signal control dip switch is pointed up:

i. Move the signal control dip switch to the correct position.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.

c. If the error still appears, continue with step 7.

7. Turn the unit on and check that the internal fan

works with the unit in Fan Only mode and Maximum Power.

a. If the internal fan works, continue with step 8.

b. If the internal fan does not work:

i. Turn off the power to the unit.

ii. Replace the internal fan.

8. Turn the power off, and replace the upper fan motor. Turn the power on and check if the error still persists.

a. If the error persists, continue with step 9.

9. Replace the MCU Board.

E6 - Faulty External (Condenser) Fan Motor

To troubleshoot an **E6** error code:

1. Turn off the power.

a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.

2. Check that the external fan motor cable is connected correctly to the CN9 contact.

a. If the external fan motor cable is connected correctly to the CN9 contact, continue with step 3.

b. If the external fan motor cable is not connected correctly to the CN9 contact:

i. Connect the fan motor cable to the CN9 contact.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.

c. If the error still appears, turn off the power and continue with step 3.

3. Check if the fan turns freely.

a. Test the external fan to see if it turns freely.

b. If the fan turns freely, continue with step 4.

c. If the fan does not turn freely:

i. Access the fan and remove the item that is preventing the fan from spinning freely.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 4.

4. Check that the wiring of the External fan motor (FAN-O) is intact and does not show any signs of skinning or breakage.

a. If the wiring of the external fan motor is intact, continue with step 5.

b. If the wiring of the internal fan motor is not intact:

i. Replace the fan motor.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 5.

5. Check that the signal control dip switch (L) is pointed down (0-6V).

a. If the signal control dip switch is pointed down, continue with step 6.

b. If the signal control dip switch is pointed up:

i. Move the signal control dip switch to the correct position.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears. If the error still appears, continue with step 6.

6. Turn the unit on and check that the external fan works with the unit in Fan Only mode and Maximum Power.

a. If the external fan works, continue with step 7.

b. If the external fan does not work:

i. Turn off the power to the unit.

ii. Replace the external fan.

iii. Turn the power to the unit on and check if the error persists. If the error persists, continue with step 8.

7. With the unit in Fan Only mode and Maximum Power:

a. Hold the **+** and **A** keys simultaneously for 10 seconds to access the Commissioning menu.

b. Check if the value of the FO parameter is less than 3.

c. If the value of FO is less than 3, replace the fan motor.

8. Turn the power off, and replace the upper fan motor. Turn the power on and check if the error still persists.

a. If the error persists, continue with step 9.

9. Replace the MCU Board.

E7 - Communication Error with Display

To troubleshoot an **E7** error code:

1. Turn off the power.

a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.

2. Remove the MCU Board and inspect it.

a. If there are no burn marks on the MCU board, continue with step 3.

b. If there are burn marks on the MCU board, replace the MCU Board.

3. Ensure that the 2 stake-on connectors are correctly connected to J20.

a. If the stake-on connectors are correctly connected, continue with step 4.

b. If the stake-on connectors are not correctly connected:

i. Connect the stake-on connectors properly.

ii. Turn on the power and see if the error persists.

c. If the error persists, turn off the power, remove the MCU Board, and continue with step 4.

4. Ensure that the 2 stake-on connectors show no signs of oxidation (rust).

a. If the stake-on connectors show no signs of oxidation, replace the MCU Board.

b. If the stake-on connectors show signs of oxidation:

i. Clean the connectors.

ii. Connect them to **J20.**

iii. Continue with step 5.

5. Turn on the power.

a. If the error persists, replace the MCU Board.

E8 - Compressor Discharge Probe Error

To troubleshoot an **E8** error code:

1. Turn off the power.

a. De-energize the Unit: Unplug the power cord

or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.

2. **Check that the compressor discharge probe is correctly connected to CN17.**
   a. If the compressor discharge probe is correctly connected to J16, continue with step 3.
   b. If the compressor discharge probe is not inserted correctly into J16:
      i. Insert the compressor discharge probe into J16.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 3.
3. **Check that the compressor discharge probe is intact and does not show any signs of skinning or breakage.**
   a. If the compressor discharge probe is intact, continue with step 4.
   b. If the compressor discharge probe is not intact:
      i. Replace the compressor discharge probe.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 4.
4. **Check for trapped water in the sensor tube housing.**
   a. If there is no water in the sensor tube housing, continue with step 5.
   b. If there is water in the sensor tube housing:
      i. Suction the water out of the sensor tube housing using a vacuum cleaner.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.
   c. If the error still appears, turn off the power and continue with step 5.
5. **Disconnect the compressor discharge probe and use a multimeter to check if there is a short circuit between the poles on the compressor discharge probe.**
   a. If there is no short circuit between the poles of the compressor discharge probe, continue with step 6.
   b. If there is a short circuit between the poles of the compressor discharge probe:
      i. Replace the compressor discharge probe.
      ii. Turn on the power to the unit.
      iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 6.
6. **Replace the MCU Board.**

OF – Open Float Error
The unit includes a tray for collecting condensate, produced in both heating and cooling modes.

In heating mode, the condensate must be conveyed to a suitable place, providing an external drain. If the unit is intended for use only in cooling and/or dehumidification, it is not necessary to provide a condensate drain, because the device has a system for the self-disposal of the condensate produced (under normal conditions).

Operating Mode - Heating
When operating in Heating mode, the condensate must flow freely through the drainpipe.

In case of an **E10/OF** error, check that there are no bends or obstructions (including ice) in the drainpipe that may prevent the water from draining.

- If there are no bends or obstructions in the drainpipe that may prevent the water from draining, continue with the troubleshooting procedure below.
- If there are bends or obstructions in the drainpipe that may prevent the water from draining:
  a. Straighten the drainpipe and/or remove any obstructions.
  b. Let the water drain from the tray.
  c. Power the unit on. If the error persists, continue with the troubleshooting procedure below.

Operating Mode - Cooling/Dehumidification
When operating in Cooling and Dehumidifying modes in extreme working conditions (high temperatures and high humidity), if the condensation drain has not been set up, the machine may not be able to dispose of the condensate produced. This will result in the unit displaying an **E10/OF** error.

This alarm is not an error. Rather, it signals that the condensate water has reached the maximum level of the collection pan. In this situation, bleed the collection pan manually:

1. **Place a tray under the condensate drainpipe.**
2. **Drain the water using the cap on the condensate drainpipe.**

If the **E10/OF** alarm persists, continue with the troubleshooting procedure below.

Overflow Error Troubleshooting
If the **E10/OF** error persists even when the condensate collection tray is empty:

1. **Turn off the power.**
   a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.
2. **Check if the floats are blocked.**
   a. If the floats are not blocked, continue with step 3.
   b. If the floats are blocked:
      i. Unblock the floats.
      ii. Power the unit on. If the **E10/OF** error persists, continue with step 3.
3. **Manually activate the floats. Check if the input values (ALARM) meet the following criteria:**
   a. When neither float is activated, the input voltage is **2.5 VDC.**
   b. When the LEVEL float is activated, the input voltage is **5 VDC.**
   c. When the ALARM float is activated, the input voltage is **0 VDC.**
4. **Use a multimeter to measure the voltage.**
   a. If the voltage meets the specified criteria, replace the MCU Board.
   b. If the voltage does not meet the specified criteria, replace the floats.

CP - Contact Presence Error
To troubleshoot a **CP** error code:

1. **Turn off the power.**
    a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.
2. **Check if the CP door switch (DOOR) on the ModBUS supervisor is open.**
    a. If the CP door switch on the ModBUS supervisor is open, close it.
    b. If the CP door switch on the ModBUS supervisor is closed, replace the MCU Board.

E12 - Compressor Fault
To troubleshoot an **E12** error code:

1. **Check the input power.**
    a. Check that the input power supply (EXTERNAL) complies with the safety and use range.
    b. For 230 VAC units, ensure that the input power is 230 VAC ±10% (207 VAC - 253 VAC).
    c. For 115 VAC units, ensure that the input power is 115 VAC ±10% (104 VAC - 126 VAC).
    d. If the input power is in the safety and user range, continue with step 2.
    e. If the input power is not in the safety range:
        i. Connect the unit to a power supply with the correct input power voltage.
        ii. Power the unit on. If the E12 error persists, continue with step 2.
2. **Check if the compressor starts when the unit is turned on.**
    a. If the compressor starts, continue with step 3.
    b. If the compressor does not start, continue with step 3 and then step 6.
3. **Turn off the power.**
    a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.
4. **Ensure that the 3 stake-on connectors of the compressor are correctly connected to the U, V, and W connectors on the MCU Board.**
    a. If the stake-on connectors are correctly connected, continue with step 6.
    b. If the stake-on connectors are not correctly connected:
        i. Properly connect the stake-on connectors.
        ii. Turn on the power and see if the error persists.If the error persists, turn off the power, remove the MCU Board, and continue with step 5.
5. **Ensure that the 3 stake-on connectors of the compressor (U, V, and W) show no signs of oxidation (rust).**
    a. If the stake-on connectors show no signs of oxidation, replace the MCU Board.
    b. If the stake-on connectors show signs of oxidation:
        i. Clean the connectors.
        ii. Connect them to the **U, V,** and **W** connectors on the MCU Board.
        iii. Continue with step 6.
6. **If the compressor starts up with the electronics and emits a metallic and/or mechanical rushing noise, check that the 3 phases are connected to the U, V, and W connectors on the MCU Board in the correct order.**
    a. If the **u, v**, and **w** connectors are connected in the correct order, replace the compressor.
    b. If the **u, v,** and **w** connectors are not connected in the correct order:
        i. Connect the **u, v**, and **w** connectors in the correct order.
        ii. Power on the unit.
        iii. Check if the **E12** error persists.
7. **Disconnect the 3 stake-on connectors of the compressor (U, V, and W) from the compressor head. Use a multimeter to check the Ohm values between the three phases. The value should be between 4-6 ohms and be identical.**
    a. If the values are not in the 4-6 ohm range, replace the compressor.
    b. If the values are in the 4-6 ohm range, replace the MCU Board.

CE - Communication Error
To troubleshoot a **CE** error code:

1. **Turn off the power.**
    a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.
2. **Check that the Display connection cable is connected correctly to the connector (I).**
    a. If it is connected correctly, replace the display board and the cable.
    b. If it is not connected correctly:
        i. Correct the connection.
        ii. Power the unit on.
    c. If the **CE** error persists, replace the MCU Board.

E16 - 4-way Valve Management Error/Lack of Refrigerant Charge
To troubleshoot an **E16** error code:

1. **Turn off the power.**
    a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.
2. **Check that the connection cable of the 4-way valve is connected correctly to the connector (Q).**
    a. If it is connected correctly, continue with step 3.
    b. If it is not connected correctly:
        i. Correct the connection.
        ii. Power the unit on. If the **E16** error persists, continue with step 3.
3. **Turn on the power and set the unit to Heating mode. Verify that the 4-way valve is correctly powered (120 VAC/240 VAC).**
    a. If the 4-way valve is correctly powered, continue with step 4.
    b. If the 4-way valve is not correctly powered, replace the MCU Board.
4. **In Heating mode, try to physically disconnect the coil of the 4-way valve from the valve body.**
    a. If there is magnetic traction when removing the coil from the seat, continue with step 5.

b. If there is no magnetic traction when removing the coil from the seat, replace the 4-way valve coil.

5. In Heating mode, when you remove the coil from the seat, do you hear the sound of gas moving?

a. If you hear the sound of gas moving, verify proper operation in Heating and Cooling modes. If the error persists, continue with step 6.

b. If you do not hear the sound of gas moving, continue with step 6.

6. Replace the unit.

E17 – Compressor Incompatibility

To troubleshoot an **E17** error code:

1. Turn off the power.

a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.

2. Turn on the power.

a. If the error persists, replace the unit.

E19 – Resistance Safety Temperature Error

To troubleshoot an **E19** error code:

1. Check that the unit is a model with electric strip heating.

a. If the unit is a model with electric strip heating, continue with step 2.

b. If the unit is not a model with electric strip heating, from the setup menu, ensure that **HT** is set to **NO**.

2. Turn off the power.

a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.

3. Check that the safety probe connector is connected correctly to the connector (LEVEL)(D).

a. If it is connected correctly, continue with step 4.

b. If it is not connected correctly:

i. Correct the connection.

ii. Power the unit on.

c. If the **E19** error persists, continue with step 4.

4. Check that the safety probe connector is intact and does not show any signs of skinning or breakage.

a. If the safety probe connector is intact, continue with step 5.

b. If the safety probe connector is not intact:

i. Replace the safety probe connector.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 5.

5. Disconnect the safety probe connector and use a multimeter to check if there is a short circuit between the poles on the safety probe connector.

a. If there is no short circuit between the poles of the safety probe connector, continue with step 6.

b. If there is a short circuit between the poles of the safety probe connector:

i. Replace the safety probe.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 6.

6. Replace the MCU Board.

E20 – GT Sensor Error

To troubleshoot an **E20** error code:

1. Check that the Condenser Temperature (GT) probe connector is correctly connected to J32.

a. If the Condenser Temperature (GT) probe connector is correctly connected to J32, continue with step 2.

b. If the Condenser Temperature (GT) probe connector is not inserted correctly into J32:

i. Insert the Condenser Temperature (GT) probe connector into J32.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 2.

2. Check that the Condenser Temperature (GT) probe is intact and does not show any signs of skinning or breakage.

a. If the Condenser Temperature (GT) probe is intact, continue with step 3.

b. If the Condenser Temperature (GT) probe is not intact:

i. Replace the Condenser Temperature (GT) probe.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 3.

3. Disconnect the Condenser Temperature (GT) probe, and check the Ohmic value with a multimeter.

a. If the Ohmic value is between 5.25 kΩ and 6.75 kΩ at room temperature, continue with step 4.

b. If the Ohmic value is not between 5.25 kΩ and 6.75 kΩ at room temperature:

i. Replace the Condenser Temperature (GT) probe.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 4.

4. Disconnect the Condenser Temperature (GT) probe and use a multimeter to check if there is a short circuit between the poles on the Condenser Temperature (GT) probe.

a. If there is no short circuit between the poles of the Condenser Temperature (GT) probe, continue with step 5.

b. If there is a short circuit between the poles of the Condenser Temperature (GT) probe:

i. Replace the Condenser Temperature (GT) probe.

ii. Turn on the power to the unit.

iii. Check that the error no longer appears.If the error still appears, turn off the power and continue with step 5.

5. Replace the MCU Board.

E22 – Incompatible Electrical Supply Fault

To troubleshoot an **E22** error code:

1. Turn off the power.

a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.

2. **Check the input power.**
   a. Check that the input power supply (EXTERNAL) complies with the safety and use range.
   b. For 230 VAC units, ensure that the input power is 230 VAC ±10% (207 VAC - 253 VAC).
   c. For 115 VAC units, ensure that the input power is 115 VAC ±10% (104 VAC - 126 VAC).
   d. If the input power is in the safety and user range, continue with step 3.
   e. If the input power is not in the safety range:
      i. Connect the unit to a power supply with the correct input power voltage.
      ii. Power the unit on. If the E22 error persists, continue with step 3.
3. **Check that the MCU Board power supply (POWER) is compliant with the power supply input to the filter board (P13).**
   a. If the MCU Board power supply is compliant with the power supply input to the filter board, continue with step 4.
   b. If the MCU Board power supply is not compliant with the power supply input to the filter board, replace the MCU Board.
4. **Turn on the power to the unit. Wait at least 5 minutes. If the E22 error code persists, replace the MCU Board.**

E23 - UV Lamp Fault
To troubleshoot an **E23** error code:

1. **Replace the MCU Board.**

E24 - Communication Fault with the ERV Board
To troubleshoot an **E24** error code:

1. **Check if the unit includes the ERV kit, model HREV00IC0xx.**
   a. If the unit includes the ERV kit, continue with step 2.
   b. If the unit does not include the ERV kit, from the setup menu, ensure that **HR** is set to **NO**.
2. **Turn off the power.**
   a. De-energize the Unit: Unplug the power cord or turn off the breaker, and wait five minutes for the AIO® Wall Mounted to cool down.
3. **Use a multimeter to verify that there is no short circuit in the serial communication between the MCU Board and the ERV Board.**
   a. If there is no short circuit between the MCU Board and the ERV Board, continue with step 4.
   b. If there is a short circuit between the MCU Board and the ERV Board, replace the ERV Board.
4. **Use a multimeter to verify that the polarity in the serial communication between the MCU Board and the ERV Board is the same as the polarity shown in the wiring diagram.**
   a. If the polarity is not as it appears in the wiring diagram, continue with step 5.
   b. If the polarity is the same as what is shown in the wiring diagram, replace the ERV Board.
5. **Correct the polarity of the connection between the ERV board and the MCU Board.**
6. **Turn the power to the unit on.**
   a. If the **E24** error code persists, replace the MCU Board.

13. TROUBLESHOOTING OTHER ISSUES

The following sections provide information about troubleshooting issues that do not cause error codes to be displayed on the unit.

13.1 The unit is noisy

If the unit is noisy, it is important to determine from where in the unit the noise is coming. This will help mitigate the issue that is causing the noise.

- **The noise is coming from the front left side of the unit** - Check for foreign materials in the external fan.
- **The noise is coming from the front right side of the unit** - Check the distance between the tubes and the internal metal and heavy rubber parts.
- **The noise is coming from the back of the unit** - Check that the lower anti-lift bracket is properly connected to the wall.
- **The noise is coming from the louver** -
  a. If the noise resembles a creaking sound, check that the bearing on the right part of the fan is assembled properly.
  b. If the noise is a rubbing sound, check the following:
     i. The screw is assembled correctly.
     ii. The possible presence of foreign material in the pipes at the back of the unit.
     iii. The possible presence of pressure on the pipes at the back of the unit.

13.2 The unit is leaking water

If the unit is leaking water, it is important to determine where it is coming from. This will help mitigate the issue that is causing the leak.

Note: If the unit shows an **OF** error, follow the troubleshooting steps for the error code.

- **The leak is coming from the top left side of the unit.** Check that the installation of the unit was performed correctly and that the unit is level.

- If the problem persists:
    a. Check that there is no dirt or occlusion inside the two upper drain trays.
    b. Check that both upper drain trays are pitched towards the drain hole on the right side of the unit.
- **The leak is coming from the bottom of the unit in the center.** Check that the condensate drain is:
    a. Sloped properly
    b. *Undamaged
    c. Not plugged up
- If the problem persists, check the integrity of the lower condensate tray.
- **The leak is coming from the top right side of the unit.** Open the unit and check that the water flows correctly by gently pouring water on the internal exchanger.

13.3 The louver does not close correctly

If the louver does not close correctly, check for foreign material which might prevent the louver from closing. If there is, remove it.

13.4 The louver opens in the wrong direction

If the louver opens in the wrong direction, check if the louver bracket is installed properly.

13.5 The louver does not move

If the louver does not move, replace the step motor.

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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