AIO® Wall Mounted Filter

Filter Cleaning Instructions



ephoca

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AHRI Standard 210/240

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

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

CERTIFICATIONS & LISTINGS

The AHRI Certified® mark indicates Ephoca's participation in the AHRI Certification program. For verification of individual certified products, go to www.ahridirectory.org.

ETL Listed. Control Number: 5032306. Conforms to: UL 60335-2-40:2022 Ed.4 | CSA C22.2#60335-2-40:2022 Ed.4 | UL 60335-1:2016 Ed.6 | CSA C22.2#60335-1:2016 Ed.2

Ephoca is the US subsidiary of INNOVA S.r.l
Via 1° Maggio, 8 – 38089 Storo (TN), Italy.

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1. ABOUT THIS MANUAL

Warnings, Cautions, and Attentions are included throughout this manual.

⚠ WARNING

Used to advise of a situation or potential situation which, if not avoided, may result in death, serious injury, and/or property damage.

Used to advise of a situation or potential situation which, if not avoided, may result in less than optimum performance of the unit.

⚠ WARNING

Read this entire manual carefully before cleaning the filter. Failure to do so can result in death, serious injury, and/or property damage.

This manual is shipped with the AIO® Wall Mounted unit and is the property of the customer.

⚠ WARNING

- This manual details the proper steps required for safely cleaning the filter on an AIO® Wall Mounted unit. By following these instructions, the risk of poor performance and damage to the equipment can be greatly reduced.
- Read the entire maintenance manual prior to cleaning the filter. Pay careful attention to all safety warnings and notices.
- It is the customer's responsibility to properly clean the filter. It is your responsibility to clean the filter safely.

⚠ WARNING

- Disconnect all electrical power, including remote disconnects, before cleaning the filter.

⚠ DANGER

- Do not modify or tamper with the unit, because this could create dangerous situations.

2.INSPECTING AND CLEANING THE FILTERS

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

⚠ DANGER

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

2.1 Frequency

Inspection

The AIO® Wall Mounted filters must be checked monthly, particularly during periods of high usage, and cleaned as needed. In environments with high dust or contaminants, more frequent cleaning may be necessary.

Failure to inspect and clean filters, as necessary, will void the warranty on the unit.

Seasonal Cleaning

At a minimum, filters should be cleaned at the end of each cooling or heating season.

- **Replacement Considerations** - Inspect for Damage :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.

2.2 Cleaning the filters

To clean the filters :

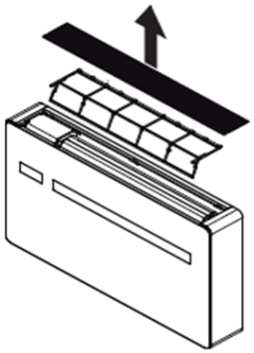
1. **Turn the power off**
   - **De-energize the Unit:** Before accessing the filters, always switch off the power to the unit to prevent accidental activation and ensure safety. Unplug the power cord, or turn off the breaker and wait five minutes for the AIO® Wall Mounted to cool down.
2. **Remove the filters**
   - **Access the filters:** Lift the return air grille on the top by pulling it toward yourself and lifting it.

Figure 1. Access the Filters



- **Handle Carefully:** Carefully remove the filters to avoid damaging them or releasing accumulated dust into the air.

Figure 2. Remove the filters

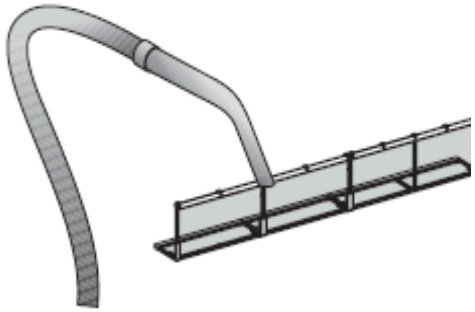


3. **Clean the filters**

   Clean the filter using one of the following methods:

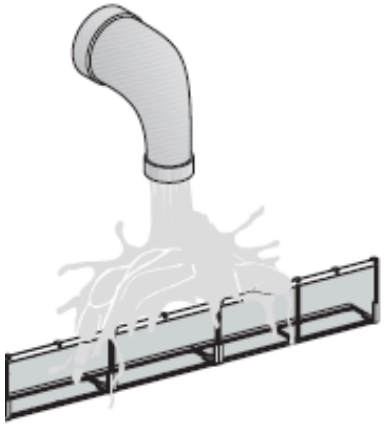
   - **Vacuum Cleaning:** Use a vacuum cleaner with a soft brush attachment to remove dust and debris from the filter. This is the quickest method for light cleaning.

Figure 3. Vacuum Cleaning



- **Water Rinse**: For more thorough cleaning, rinse the filters under lukewarm running water. Ensure the water flows in the opposite direction of airflow through the filter. Avoid using hot water or harsh chemicals.

Figure 4. Water Rinse



- **Mild Detergent:** If the filters are heavily soiled, they can be soaked 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.

4. **Dry the filters**
   - Remove excess water from the filters.



Do not use hair dryers, heaters, or direct sunlight to dry the filters, because this can damage the filter material.

5. **Reinstallation**
   - **Ensure Proper Fit:** Reinstall the filters into the unit, making sure that they fit securely.
   - **Check Seals:** Ensure that the filters are properly seated to prevent unfiltered air from bypassing the filter and entering the system.
6. **Replace the grille**
   - Return the air grille to its place above the filter.
7. **Final check**
   - **Turn the unit on**: After reassembly, turn the unit back on and check for normal operation

3. WARRANTY TERMS AND CONDITIONS

3.1 Ten-Year Limited Warranty

This limited warranty is valid only in the Continental United States and only for the AIO® series heat pump, which was purchased and installed in its original installation location. This warranty is only valid when the AIO® series heat pump air conditioner meets all of the following conditions:

- The device was installed by an Ephoca-certified installer.
- The installation was certified by an Ephoca technician prior to use.
- The AIO® unit is operated and maintained in accordance with the printed instructions in the user guide and in compliance with applicable local installation and building codes and good trade practices.
- A professional service provider ensures that the units are properly maintained.
- The customer or a professional service provider ensures that the filters are kept clean.
- Every installation project must be inspected before turning on the units. There are no exceptions. Self-certification photos of at least 5% or a minimum of 5 installations - whichever is greater - must be sent to Ephoca at selfcertify@ephoca.com.



The warranty is only activated after review and approval of the self-certification and issuance of a certification.

3.2 What this on-site warranty covers

Ephoca, Inc. (“Ephoca”) warrants your AIO® series heat pump air conditioner (“AIO®”) against failure due to defects in materials or workmanship under normal use, beginning on the date of certification by the Ephoca technician for the warranty periods specified in the following sections:

Full Two-Year Warranty

For a period of two years from the date of certification by an Ephoca technician, Ephoca will replace any part of the AIO® that fails due to a defect in materials or workmanship. During this two-year warranty, Ephoca will provide, free of charge, on-site labor and related services and costs to replace the defective part. If you are located in an area where we do not have an Ephoca technician, we will ship you a replacement unit and arrange to pick up the defective unit at our cost.



The replacement unit must be installed by an Ephoca-certified installer. Controllers carry a two-year warranty.

Limited Two-Year Warranty on Parts

The limited two-year warranty on parts takes effect immediately following the expiration of the full two-year warranty period. This extended warranty ensures that the AIO® remains protected against defects in materials and workmanship for an additional two years, provided that the system has been installed, operated, and maintained according to the manufacturer’s guidelines.



The metal casing and the filter are not covered by this limited parts warranty. During this period, any part covered by this warranty that fails due to a manufacturing defect will be repaired or replaced at no cost. Labor and other associated costs are not covered by this warranty.

Limited Ten-Year Warranty on Compressor
For the period of ten years from the date of certification by an Ephoca-certified technician, Ephoca will replace the compressor or controller should it fail due to a defect in materials or workmanship.

During this limited ten-year compressor warranty, Ephoca will provide a replacement compressor or controller. Labor and other associated costs are not covered by this warranty.

Optional Extended Five, Ten, or Fifteen-Year Comprehensive Warranty
A comprehensive extended warranty is available for five, ten, or fifteen years from the date of certification by an Ephoca technician. During this extended warranty, Ephoca will replace any part of the AIO® that fails due to a defect in materials or workmanship.

During this extended warranty period, Ephoca will provide, free of charge, on-site labor and related services of repair and replacement.

If you are located in an area where we do not have Ephoca technicians, we will ship you a replacement unit at our cost and arrange to pick up the defective unit at our cost.



- The replacement unit must be installed by an Ephoca-certified installer. Extended warranties must be purchased directly from Ephoca within 90 days of installation.
- Extended warranties do not cover wall controllers.

3.3 Exclusions and Limitations

The above-noted warranties shall not cover:

- Installation of AIO®, setup of user controls, or adjustments to user controls.
- Labor costs after the second year
- Replacement of fuses or circuit breakers, wiring, or plumbing connections.
- Damage to an AIO® unit where there is a corrosive atmosphere containing any damaging chemical, such as chlorine or fluorine.
- Cleaning or replacing air filters.
- Removing AIO® from inaccessible locations.
- Correcting improper installations.
- Any AIO® not installed pursuant to applicable regional efficiency standards issued by the Department of Energy or other local rules and ordinances.
- Failure of AIO® due to acts of God, natural disasters, power failures, interruptions, brownouts or power spikes, or due to incorrect, inadequate electrical service, or failure of Internet services or home networks.
- Any AIO® unit with an altered, missing, or defaced serial number.
- Damages or personal injury caused directly or indirectly by failure or malfunction of AIO® as a result of any cause, including natural disasters, accidents, misuse, improper wiring, or installation.
- Any consequential damages that result from the replacement of cooling or heating equipment.
- Any cost to replace, refill, or dispose of refrigerant, including the cost of the refrigerant.

Failure to meet any of the following conditions will void the warranty:

- Services and repairs performed by an Ephoca technician.
- The unit is appropriate for heating/cooling the space in which it was installed, based on the published specifications of the unit.
- A declaration that the filter was inspected and/or cleaned every two months.
- Documentation that the coils were cleaned by a professional service provider every 18 months.
- Low-voltage thermostat wires have not been spliced.
- Use of a solid copper C-Wire.

All warranty work must be submitted to Ephoca through a tech ticket. Labor costs associated with unit replacements are not covered under the warranty. Additionally, all warranty work must be pre-approved by Ephoca through a submitted tech ticket. Repairs by a third party will only be approved if Ephoca has approved the hourly rate in advance.

3.4 Warranty Disclaimer

THE ABOVE-REFERENCED WARRANTIES ARE IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING AND WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD(S) ABOVE. NEITHER EPHOCA NOR ITS DISTRIBUTOR SHALL BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PRODUCTIVE DAMAGES OF ANY NATURE, INCLUDING AND WITHOUT LIMITATION, LOST REVENUES OR PROFITS, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE FOR A PARTICULAR USE OR PURPOSE. NO ONE IS AUTHORIZED TO CHANGE THIS WARRANTY CERTIFICATE OR TO CREATE FOR US ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS AIO® UNIT. NO OTHER WARRANTY, EXPRESSED OR IMPLIED, IS APPLICABLE TO THIS PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations as to how long an implied warranty lasts, so some of the exclusions and/or limitations listed above may not apply to you. This warranty gives you, the original purchaser, specific legal rights; you may also have other rights that vary from state to state. This warranty does not cover any additional responsibilities or obligations of Ephoca that are not expressly stated herein, nor does it apply to any accessory that is not a part of the AIO® unit, as included in the package by Ephoca.

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.

Ephoca is the US subsidiary of Innova SRL -
Via 1° Maggio, 8 – 38089 Storo (TN), Italy.

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MADE IN ITALY

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