AIO® Wall Mounted Pro (Gen 1)

Installation Guide



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IMPORTANT - TRAINING IS REQUIRED PRIOR TO PERFORMING INSTALLATION.

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

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

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

This overview serves as the official installation training and may include overview videos, best practices, and system requirements

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CERTIFICATIONS & LISTINGS

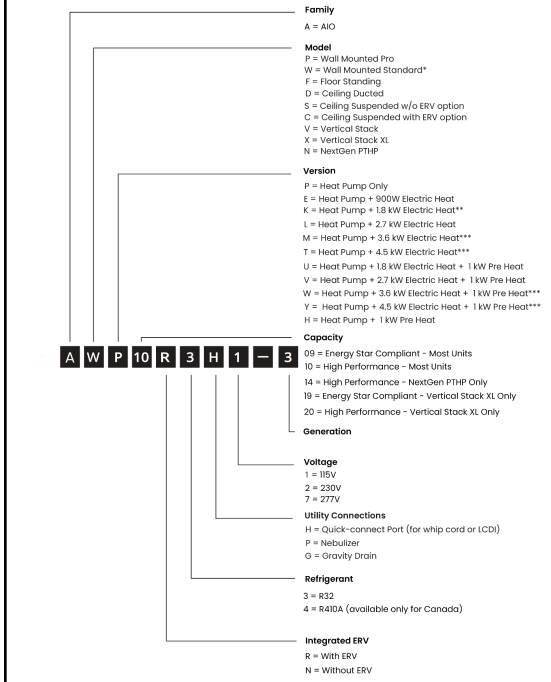
The AHRI Certified® mark indicates INNOVA's participation in the AHRI Certification program. For verification of individual certified products, go to www.ahridirectory.org.

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

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. READING THIS DOCUMENTATION

Some language and symbols in this documentation have specific meanings.

1.1 Documentation-specific language

Reference to the product
Any reference to "the unit" is meant to refer to the AIO® Wall Mounted Pro (Gen 1) unit.

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

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

- **User:** a non-expert who can safely operate the unit and perform basic diagnostics and maintenance.
- **Installer:** a trained and certified HVAC installation technician responsible for the correct installation of the unit as indicated in the installation guide and in accordance with all local and national codes.
- **Service technician:** a trained and qualified HVAC service technician (including OSHA-required safety practices and industry best practices) as required by national and local codes.
- **Trained HVAC technicians:** a group term for both installation and service technicians.

1.2 Icons and symbols

Warnings and annotations are provided throughout this guide. It is essential to read each carefully and follow the instructions stated.

Warning panels
The warning panels represent the level and immediacy of risk. Each warning panel displays a background color and a signal word.

DANGER

The red panel with the **DANGER** signal word indicates a hazardous situation that, if not avoided, will result in imminent death or serious injury.

WARNING

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

CAUTION

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

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

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

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



Indicates critical information for correct operation or installation.



Indicates supplemental information, tips, or useful background information.

2. SAFETY GUIDELINES - READ BEFORE INSTALLING

This guide outlines the steps necessary to install the AIO® Wall Mounted Pro (Gen 1) 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 trained HVAC technicians 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 hazard

⚠ 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 unobstructed. Obstruction can cause malfunction or overheating.
- Dispose of all packaging materials safely to prevent suffocation, tripping hazards, or fire hazards.

⚠ CAUTION

- 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. AIO® WALL MOUNTED PRO (GEN 1) OVERVIEW

3.1 Components and structure

Figure 2. Components and structure

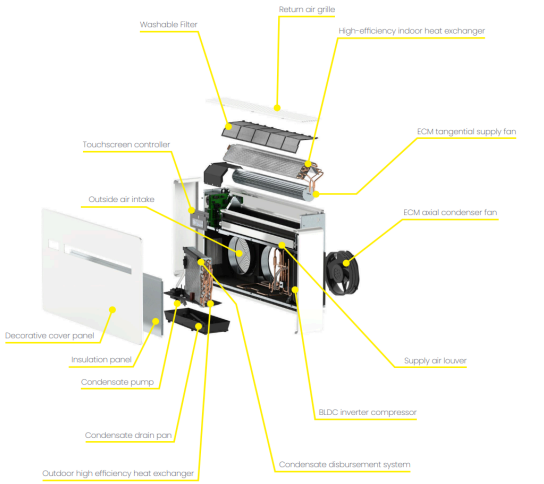


Figure 3. Unit components

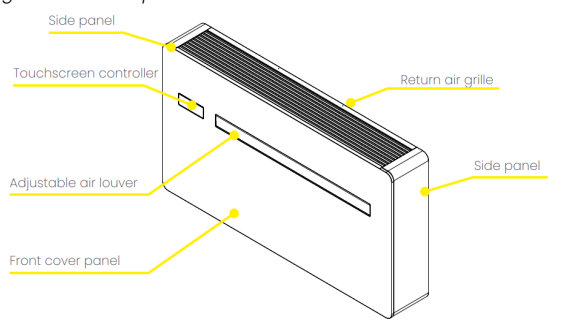


Figure 4. Unit components

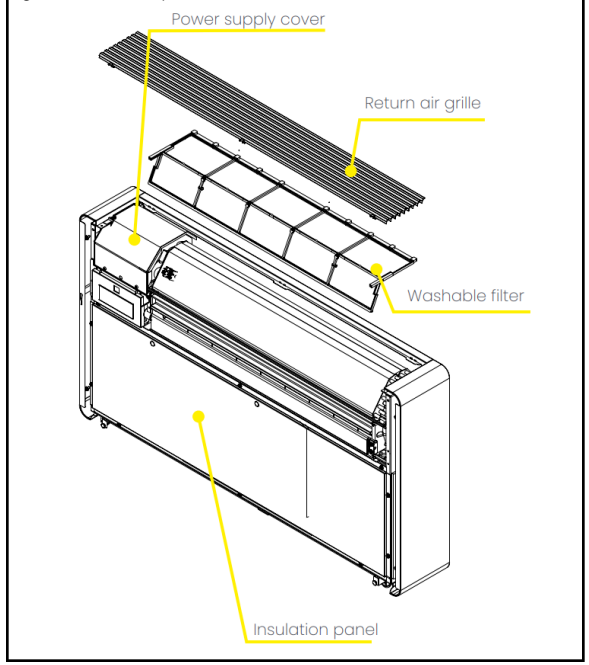
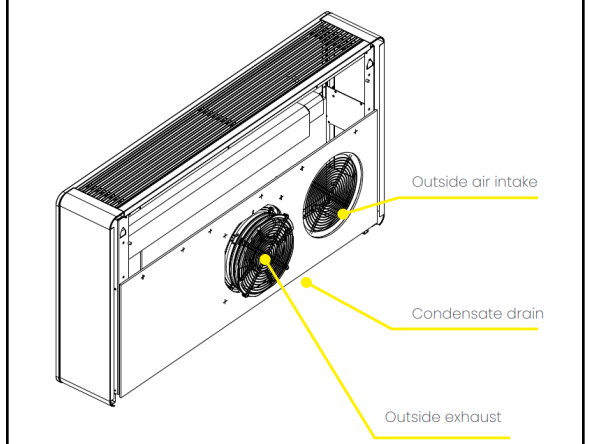


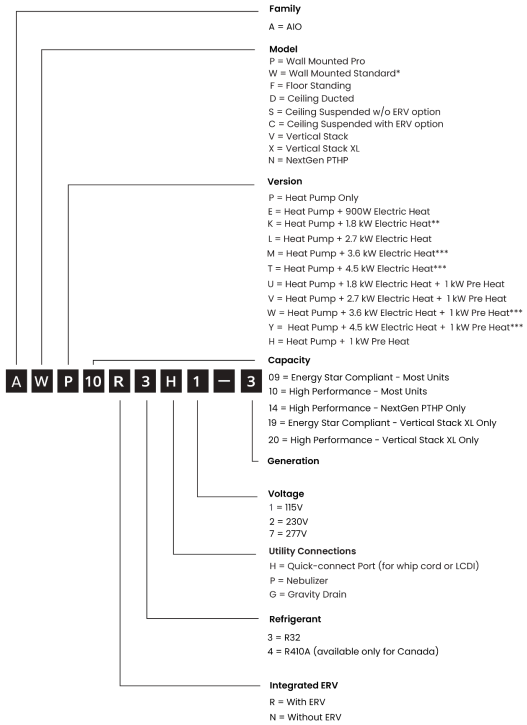
Figure 5. Unit components



3.2 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 6. 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**

4. RECEIVING AND HANDLING THE UNIT

The following contains information about preparing for the unit installation.

4.1 Shipping configuration

- The unit and mounting bracket are shipped in a single carton. Other accessories are shipped separately.
- The unit is shipped configured for a Low Wall installation. If the unit will be installed as a high wall installation, refer to Configuring the Unit for a High Wall Application.

4.2 Packaging dimensions and weight

The following provides the dimensions of the packed unit and its gross weight.

4.3 Unpacking the unit

⚠CAUTION

- **The unit must remain upright at all times.**
- Tipping the unit — whether on its side, back, or at an angle — can damage the compressor welds and cause refrigerant leaks.
- The package must be transported upright. If it was not, notify your INNOVA representative or contractor immediately.



Do not place the unit in any position other than upright under any circumstances.

Follow this procedure when receiving the shipment:

1. **Inspect the packaging.**
   - Upon delivery, check all cartons for visible damage.
   - If there is damage, take clear photographs of the damage before opening the carton.
   - If the unit was delivered on its side, note this on the delivery receipt and notify your INNOVA representative or contractor.



If the unit was delivered on its side, wait at least 72 hours before operating to allow the refrigerant to settle.

2. **Remove the unit from the carton.**
   - Carefully remove the unit from the carton while keeping it upright.

⚠WARNING

- Always use two people to lift and install the unit.
- The unit is heavier on the right side (compressor side) and may be unbalanced when lifted.
- **Failure to use proper lifting techniques can result in back injury or other physical harm.**

   - Check the interior of the carton for signs of refrigerant leakage using an electronic leak detector compatible with R-32.
   - If refrigerant leakage is detected inside the carton:
     - Do **NOT** install the unit.
     - Report the issue immediately to your INNOVA representative or distributor.
3. **Perform basic functional testing (if necessary).**
   If the carton was damaged but the unit appears physically intact, after unpacking, test the unit in both heating and cooling modes. Report any irregularities or operational issues immediately to your INNOVA representative or distributor.
4. **Verify package contents.**
   Verify the contents of the carton using the components list to ensure that all components are present. If any items are missing, contact your INNOVA representative or distributor immediately.

4.4 Inspecting the unit

After unpacking the unit, thoroughly inspect it for damage prior to installation:

1. Access the unit's nameplate, and ensure that it matches the order and shipping documents.
2. Inspect the unit and all accessories for any damage that may have occurred during shipping.

   If the unit appears damaged:
   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. Clearly document the damage on the freight bill.
   d. Notify your INNOVA representative or distributor.



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

5. SITE PREPARATION

5.1 Pre-installation checklist

1. Make sure you have approved louvers for the external venting. Use of any grille/louver assembly other than those approved may cause the unit to overheat and result in a fire. It can also lead to water damage and/or performance issues and will void the warranty. See chapter 6.4 for louver specifications.
2. Make sure you have downloaded and printed the correct template for the louver you are using. Some louver assemblies will require holes drilled in slightly different places to accommodate the design. You can access templates by visiting innova.co/templates. If you are not 100% sure you have the correct template, please discuss it with your distributor or INNOVA.
3. Ensure the selected location has ample clearances.
4. Ensure that there are sufficient studs in the wall or that the wall is constructed of load-bearing components that can properly support the AIO® Wall Mounted Pro unit. At least two (2) of the screws on the bracket must be affixed to studs. This can be checked by placing the template on the wall and checking if there are studs where the bracket will be placed.
5. Check to see that the drain is either already in the wall, aligned with the drain marking on the template, or that the drain hole can be drilled through the wall in the correct location.
6. Ensure there is a grounded power outlet with the correct rating and a maximum of 24" (609.6 mm) from the unit, or there is preparation for hardwiring in the wall that is aligned with the opening for electrical connections on the template.
7. On the exterior of the building, there are no obstacles that can block the airflow from the louver. There must be at least 36" (914.4 mm) of free and clear space in front of the louvers.
8. There are no curtains or furniture that will block the return or supply air grilles on the AIO® Wall Mounted Pro unit.



Do not use an extension cord to power the unit.

⚠CAUTION

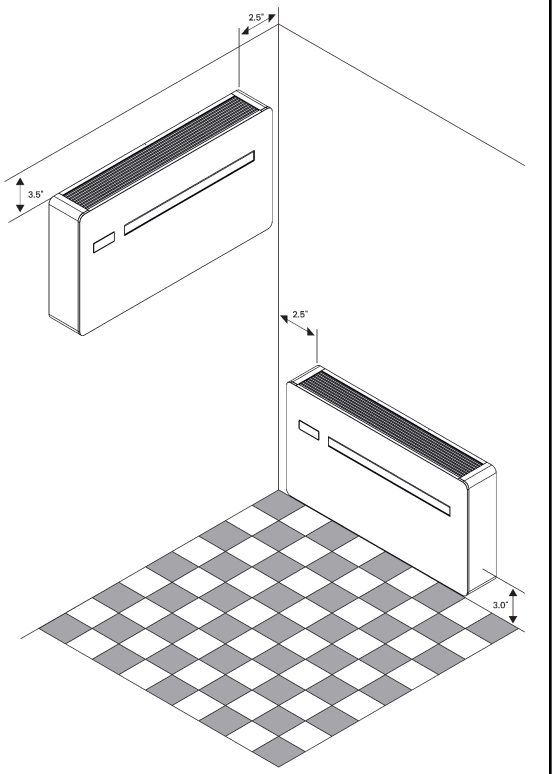
- Use only the louvers that are approved by INNOVA. Using any grille assembly other than approved grilles may cause the unit to overheat, result in potential water damage and/or performance issues, and will void the warranty.
- Where practical, avoid installing the unit in direct sunlight. Solar heating may cause the room-air temperature sensor to provide inaccurate readings, resulting in improper unit operation.
- **Failure to follow this warning can result in death, serious injury, and/or property damage.**

5.2 Clearances

The AIO® Wall Mounted Pro unit's clearance will depend on how it is mounted. Please carefully read the criteria below to determine the correct clearance required.

- **Top - low wall mounted**
  There must be 3.5" (88.9 mm) minimum clearance to any surface above, such as a shelf, etc. This is needed for the return airflow. 8" (203.2 mm) of clearance is recommended for ease in changing the filter and servicing the unit.
- **Top - high wall mounted**
  There must be 3.5" (88.9 mm) minimum clearance from the ceiling. This is needed for the return airflow. 8" (203.2 mm) of clearance is recommended for ease in changing the filter and servicing the unit.
- **Bottom**
  There must be a minimum of 1" (25.4 mm) from the floor to eliminate any noise from vibration. 2" (50.8 mm) of clearance is ideal to allow the floor under the unit to be cleaned.
- **Sides**
  The AIO® Wall Mounted Pro unit should not touch the wall on either side as it will vibrate slightly during operation, which may create noise. As little as 1" (25.4 mm) clearance will suffice to eliminate any noise from vibration. A clearance of 2.5"(63.5 mm) on the sides allows for easier access when removing and installing the unit.
- **Front**
  Ensure no curtains, furniture, plants, or any material is within 30" (762 mm) in front of the unit. The supply air vent is on the front, and blocking it will inhibit the airflow and the unit from working correctly.
- **Rear**
  The rear of the unit must be tight to the wall so there are zero gaps between the wall and the unit. Gaps can allow outside air inside and create short cycling and humidity. If there are any gaps, they must be sealed with insulation.
- **Exterior**
  On the exterior of the building, there should be no obstacles blocking the airflow from the louver. There must be at least 36" (914.4 mm) of free and clear space in front of the louvers.

Figure 7. Clearances

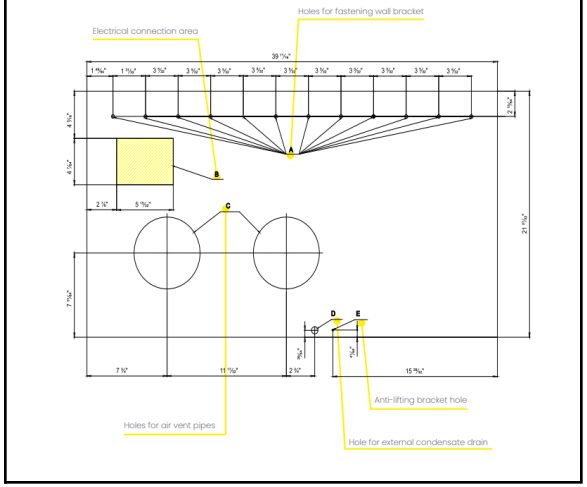


6. INSTALLING THE UNIT

6.1 Mounting template

1. Water leakage can result when the unit is operated in humid conditions.

Figure 8. Mounting template

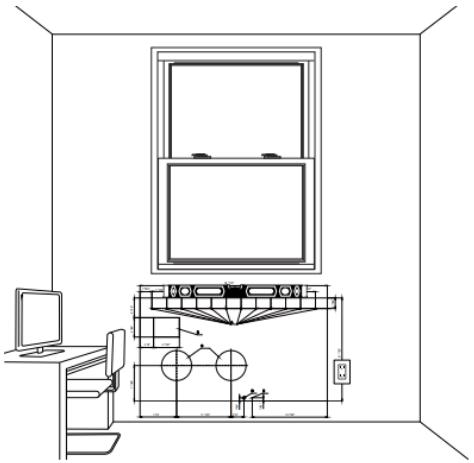


Affixing the template

1. Affix the template to the wall using masking tape. Be sure it is in the exact location where the AIO® Wall Mounted Pro unit is to be installed.

   Make sure you have downloaded and printed the correct template for the louver you are using. Some louver assemblies will require holes drilled in slightly different places to accommodate the design. You can access templates by visiting innova.co/templates. If you are not 100% sure you have the correct template, please discuss it with your distributor or INNOVA.
2. Make sure the template is nearly level, with a ⅛" (3.2 mm) slope to the right. Use a digital level, if possible. If using a bubble level, make sure the bubble is just slightly off-center to the left. If the unit is not slightly tilted, the drain pan may not drain properly.

Figure 9. Affixing the template



6.2 Wall bracket

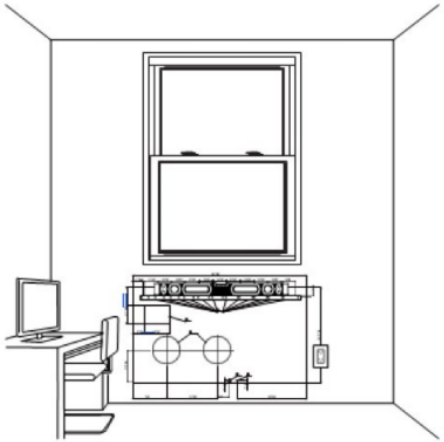
Affixing the wall bracket

1. Place the bracket on the template in the designated location.
2. Align the holes of the bracket with the holes marked on the template.
3. Screw one side of the bracket into a stud.
4. Place a level on the bracket to ensure the bracket is nearly level before affixing the screw on the other side to a stud.
5. Use at least four (4) additional screws to ensure the bracket is tight to the wall. It is critical that the two outermost holes be fastened to the wall so that the bracket does not have give or play. At least two (2) of the holes on the bracket must be screwed into studs. The other four (4) holes may be fastened to the drywall using ¼" (6.4 mm) load-bearing wall anchors that support at least 50 lbs (22.7 kg) and can be removed cleanly from the wall. Do not use any other fastener.
6. When done, verify that the bracket is nearly level with a ⅛" (3.2 mm) slope to the right.

⚠WARNING

- The AIO® Wall Mounted Pro unit must be level on the vertical axis and have a ⅛" (3.2 mm) slope on the horizontal axis. If the unit is not level, there is a high likelihood that the unit will leak. Use a digital level if possible. INNOVA will not certify any unit that is not at least 89% level. This will cause the warranty to be void.
- The AIO® Wall Mounted Pro unit must be securely mounted by following all these instructions.
- **Failure to mount the unit securely can result in death, serious injury, and/or property damage.**

Figure 10. Affixing the wall bracket

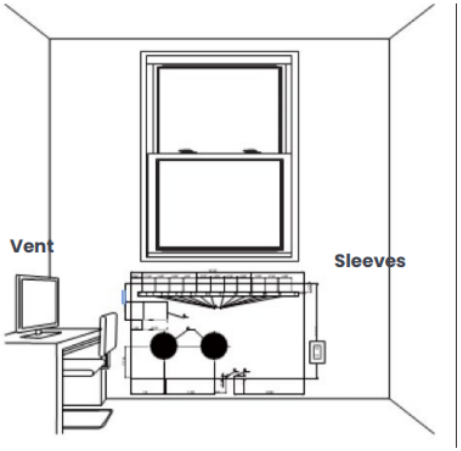


6.3 Vent holes

Making the vent holes

1. After ensuring there are no live electrical wires in the wall behind the boring locations, as well as no load-bearing members or exterior features that will be disturbed, make the bore holes with equipment appropriate to the media to be bored according to the locations on the template.
2. The holes must be 8" (203.2 mm) in or larger in diameter, according to the type of vent assembly used. It is essential to note that the fan protrudes 3" (76.2 mm) beyond the rear dimension of the unit, and the diameter is 8.7" (220.98 mm). Additionally, there must be some clearance around the fan frame to inhibit vibrations. Please plan accordingly. There are louvers systems available from Sunvent and Thermaduct to accommodate this fan specifically.
3. It is important that the holes be slightly sloped downward towards the outside.

Figure 11. Making the vent holes



⚠WARNING

- Before boring vent holes, check to be sure that no electrical wiring is in the path of the bore hole.

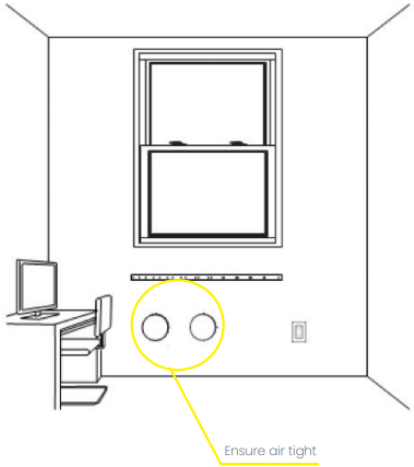
⚠WARNING

- **Boring into live electrical wiring may result in death, serious injury, and/or property damage.**

Installing the vent sleeves

1. Insert the sleeves into the bored holes per the sleeve manufacturer's instructions.
2. Ensure the sleeve edges are flush with the interior wall surface or wall bracket.
   Use silicone sealant to fill any visible gaps between the sleeve and the borehole.
3. Be sure to caulk the space around the sleeve between the sleeve and adjoining wall so that all air gaps are eliminated.

Figure 12. Installing the vent sleeves



⚠CAUTION

Failure to adequately caulk and seal around the vent sleeves may result in the unit's fan pulling insulation into the unit and damaging the unit.

6.4 Exterior louvers

Louvers requirements

Many louver/grille/venting solutions can be designed to work with the AIO® unit and meet the performance requirements. The following louvers are tested and approved for the Wall Mounted unit:

- **Sunvent:** LLA/F, LLA/C and LLA/M
- **Thermaduct:** RLA9

When selecting a louver, there are two critical factors in selecting and sizing a solution that will work with the AIO® series heat pumps:

- **Pressure drop**
  Pressure drop is the resistance the louver/grille creates against the airflow. This resistance can create heat build-up inside the condenser portion, causing the compressor to overheat and shut down. A solution with a higher pressure drop than specified can be utilized by enlarging the louver and plenum until the pressure drop is within specification. The total pressure drop is for the return and supply combined. The return and supply do not need to be the same, as long as the combination does not exceed the total.



Each louver must have low airflow resistance with minimal pressure drop that does not exceed .45" WC (112.1 Pa)

- **Free area**
  This area on a louver/grille is open for the air to flow through. The louver, perforated panel, or other solution must have at least the amount of free area as required in the specifications below, in the plenum from the unit, so that ample air can enter and exit the condenser chamber. A more restrictive solution with a smaller free area can be utilized by enlarging the louver and plenum until the required free area is achieved.



Each louver must have .34 sq. ft. (.03 m^2) of free area.

Louver installation requirements

1. There must be no obstacles in front of the louvers that can block air flow. Maintain at least 40" (1016 mm) of free space in front of the louvers.
2. Follow the louver manufacturer's instructions.
3. Seal around all exterior components to prevent water penetration and damage.
4. Seal the sleeve tightly to the wallboard inside the room. If it is not completely sealed, the unit's fan can pull insulation into the unit and damage the unit.

⚠WARNING

- **Using an unapproved louver may cause a fire, cause the unit to fail, or create leaks, and will void the warranty.** Only used approved louvers.

⚠WARNING

- Ensure vents and flashing are installed according to the manufacturer's specifications and are properly sealed in order to avoid any water damage.

6.5 Condensate drain

⚠CAUTION

- For installations in regions subject to **freezing winter conditions**, drain line piping must strictly adhere to the following pitch (slope) requirements to prevent ice blockages, water backup, and potential property damage:
  - **Direct Outdoor Drainage:** Any drain line routing directly to the outside environment **MUST maintain a minimum 30% pitch (approximately 3.6 in. per 12 in. / 300 mm per 1 meter)**. This steep slope ensures rapid, complete water evacuation before freezing can occur within the pipe.
  - **Internal Riser Drainage:** Drain lines routed into an internal building riser **MUST maintain a standard minimum pitch of 2% (approximately ¼ in. per 12 in. / 20 mm per 1 meter)**.
- Do not allow sags, traps, kinks, or low points where water can collect and freeze.
- The installer must verify proper condensate drainage during commissioning before operating the unit.
- Failure to follow these pitching guidelines in freezing environments will void the warranty for water damage caused by frozen or blocked drain lines.

Condensate drain options

The AIO® Wall Mounted Pro unit is equipped with a condensate dispersal system, which includes a pump and spray mist head that drips the collected condensate onto the heat exchanger coil when in the cooling mode. This evaporates the condensate, eliminating the need for a condensate drain.

In the heating mode, or if used to cool in low ambient temperatures (i.e., below 64.5°F [18.1°C]), this procedure is not feasible, and a condensate drain is required. The first step in selecting a condensate drain option is to determine where the condensate drain will be located.

- **In-the-wall drain**
  This is the best type of drain and is typically installed by a plumber inside of the wall. For optimum performance and best appearance, use an internal wall drain whenever possible.
- **Direct exterior drain**
  This is the easiest type of drain to install and discharges the condensate directly to the outside environment onto the ground.

  Check local regulations first to ensure this type of drain is acceptable. Ensure that the condensate discharge will not cause any damage or impact walking/working surfaces. During winter months, this discharge can create an icy surface and a potential slipping hazard. During summer months, algae may also grow, creating a potential slipping hazard.

  The drainage is accomplished by gravity only. For this reason, the unit-supplied rubber drain hose must slope downward at least 3.6" (91.4 mm) per foot along its entire length. If connecting a drainpipe to the rubber hose, use a PVC pipe with a minimum inside diameter of ¾" (19.1 mm) and a downward slope of at least ¼" (6.4 mm) per foot.

⚠ WARNING

- The exposed condensate pipe must be wrapped in anti-condensation insulating material. Failure to do so can result in water dripping onto the floor from the condensate pipe due to the temperature differences between the condensate and the room temperature. This can damage many types of flooring.

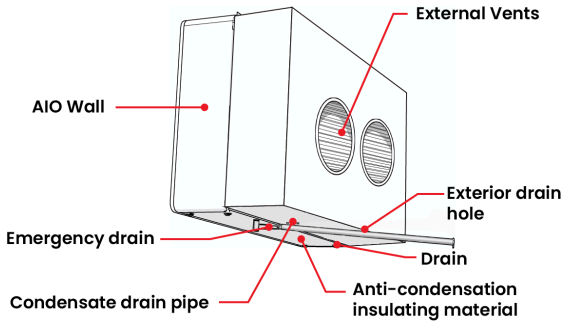
Connecting the In-the-Wall Drain

1. Have a licensed plumber install a drainpipe with a minimum ¾" (19.1 mm) inside diameter and a 45-degree fitting at the top. The opening of the 45-degree fitting should be lined up with the condensate hole on the template.
2. Test the drain by pouring water into it. Watch for proper draining and check for leaks.
3. Cut the attached rubber drainpipe so that at least 4" (101.6 mm) of rubber pipe will fit inside the internal drain.
4. Gently push the attached rubber drain inside the internal PVC drain. When connecting the condensate drain, be careful not to squeeze the rubber hose.
5. Check to make sure that the rubber pipe fits snugly inside the PVC pipe and that it will not pop out or otherwise detach.
6. Wrap the portion of the rubber drainpipe located inside the room with anti-condensation insulating material.

Connecting the direct external drain

1. Make sure the drain hole and assembly are set at least at a 30% downward slope.
2. Place the rubber drainpipe inside the hole, being careful not to squeeze the rubber hose. Wrap the portion of the rubber drainpipe located inside the room with anti-condensation insulating material.
3. Properly seal the pipe penetration using best practices based on the application and materials.
4. If additional lengths of external piping are used, the piping must be insulated to prevent freezing in the winter.

Figure 13. Connecting the Direct External Drain



Maintenance for the condensate drain

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

For ongoing maintenance, clean all condensate drain line components, including drain pans, collection boxes, pumps, and associated tubing, at least once every six months. In more demanding environments, more frequent cleaning may be necessary.

Always use coil-safe cleaning products to protect system components and ensure long-term performance.

6.6 Electrical connections

LCDI Power cord connection

Follow the instructions below if the AIO® Wall Mounted Pro unit is supplied with a Leakage Current Detection Interrupter (LCDI) power cord:

1. Disconnect power from the breaker.
2. Remove the upper grille.
3. Remove the two (2) upper screws that fasten the front panel and remove the panel, lifting it slightly to do so.
4. Remove the two (2) upper screws that fasten the electrical part cover, and remove the cover.
5. Insert the male connector of the LCDI cord into the female receptacle on the terminal block.
6. Plug the LCDI cord into a properly sized and grounded three-prong electrical power outlet.

The outlet must match the LCDI power plug on the service cord and be within reach of the service cord. Do not alter the LCDI service cord or power plug. Do not use an extension cord.

Before connecting the AIO® Wall Mounted Pro unit to the power receptacle, check the following.

Pre-connection check

1. The power supply voltage and frequency values comply with the data plate of the AIO® Wall Mounted Pro unit.
2. The power outlet is a grounded connection and is sized for the maximum wattage of the AIO® Wall Mounted Pro unit.
3. Power is supplied only via a suitable socket through the supplied plug.
4. The power supply is provided with suitable protection against overloads and/or short circuits. Using a correctly sized time-delay fuse or other equivalent device is recommended.

⚠ WARNING

If the supply cable is replaced, this must be done exclusively by the technical assistance service or by authorized personnel and in compliance with current national and local regulations. **Improper wiring may result in death, serious injury, and/or property damage.**

Figure 14. NEMA5 115V receptacle



NEMA5
115V receptacle for 115V

Figure 15. NEMA6 250V receptacle



NEMA6
250V receptacle for 208/230V

Hardwired connection

The AIO® Wall Mounted Pro unit can be hardwired directly to a correctly sized circuit breaker. All connections must be made in accordance with the National Electrical Code and the local authority having jurisdiction. Only qualified electricians should perform this installation.

Mount a junction box behind the unit as indicated on the template. A junction box provides a protected enclosure for electrical connections and is required by some electrical codes.

Follow all applicable codes regarding flush, surface, or recessed mounting of boxes. Use the following procedure:

Making a hardwire connection

1. Disconnect power from the breaker.
2. Remove the upper grille.
3. Remove the two (2) upper screws that fasten the front panel and remove the panel, lifting it slightly to do so.
4. Remove the two (2) upper screws that fasten the electrical part cover, and remove the cover.
5. Disconnect the power cord by unscrewing the three (3) screws from the terminal block.
6. Connect the power cable, including the ground, checking that the power supply line has a suitable ground connection and that it is sized for the maximum requirement of the unit.

⚠ WARNING

- Disconnect all electrical power before making any connections. All electrical connections and wiring MUST be installed by a qualified electrician and conform to the National Electrical Code as well as local codes by the authority having jurisdiction.
- **Improper wiring may result in death, serious injury, and/or property damage.**

6.7 Check air leakage

Air leakage

Most of the time, the walls are not perfectly straight. This can create a potential problem where there may be a gap between the wall sleeves and the rear of the AIO® Wall Mounted Pro unit.

After mounting the AIO® Wall Mounted Pro unit and securing the anti-lift bracket, the unit must be secured to the wall on all sides. To make sure, follow these steps:

Check for air leakage

1. Turn off the lights in the room.
2. Close the curtains. If there are no curtains, cover the windows to keep the room dark.
3. Look where the AIO® Wall Mounted Pro unit meets the wall to see if there is any light infiltration. If the sleeves are secure to the back of the unit, there should be zero light infiltration.

Figure 16. Check the air leakage

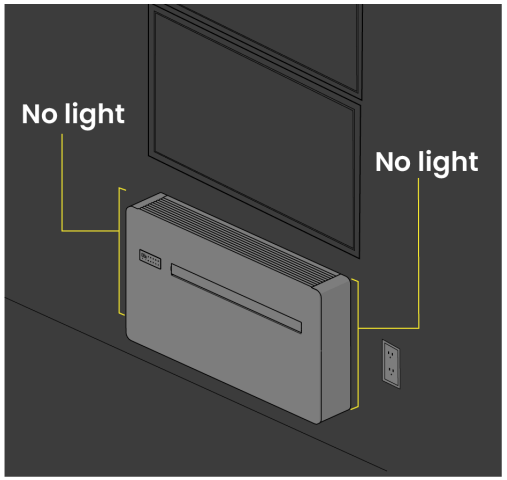
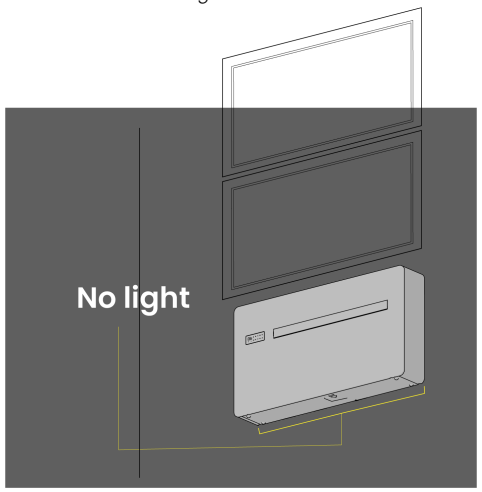


Figure 17. Check the air leakage



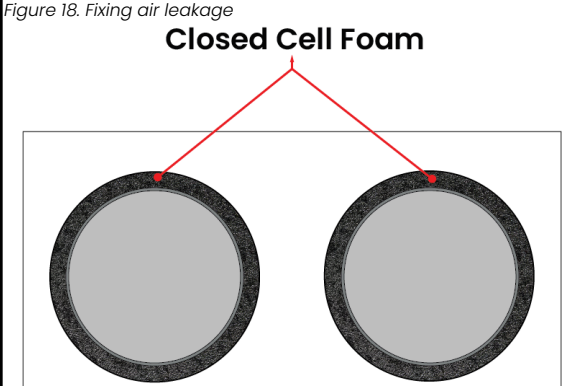
Fixing air leakage

When walls are not straight, the seal between the unit and sleeve will not be tight. This can be rectified by building up the area around the vent openings with closed-cell foam tape of the appropriate thickness.

The critical factor is to ensure the following.

1. No air can move between the intake and exhaust.
2. The outside intake air cannot infiltrate into the room.
3. The exhaust air cannot leak back into the room.

Figure 18. Fixing air leakage



6.8 Mounting

After checking that the bracket is securely anchored to the wall and 100% level, and that all necessary electrical connections and condensate drain preparations are completed, you can mount the unit on the bracket.

Hanging the AIO® Wall Mounted Pro unit

1. With two (2) people, carefully lift the AIO® Wall Mounted Pro unit by the sides of the bottom base until it clips onto the two prongs of the bracket.

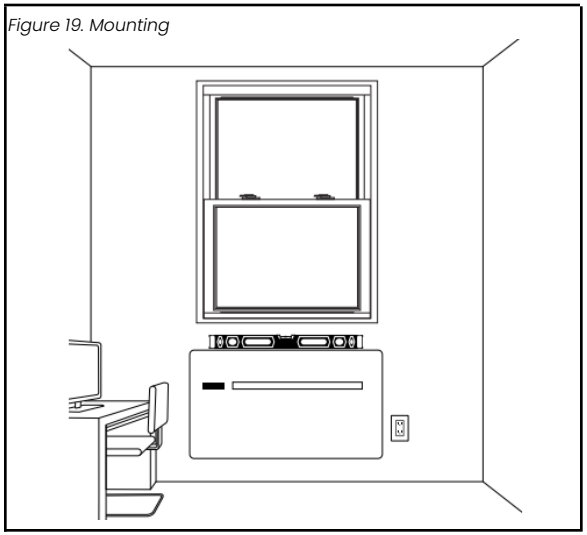
To ease placement, slightly tilt the unit forward when hanging.

2. Once the AIO® Wall Mounted Pro unit is set on the bracket, check to ensure that the unit is perfectly level.
3. If using a hardwired connection, make the necessary connection inside the unit according to local code and best practices. **Do not activate the unit or turn the breaker on until installation is completed.**
4. Connect the condensate drainpipe according to the method selected.

⚠ WARNING

- Use two (2) people when lifting and installing the unit. The unit is unbalanced on the right (compressor) side. Lift with your legs, not your back. **Failure to do so can result in back injury or other injuries.**

Figure 19. Mounting



6.9 Anti-lift bracket

An anti-lift bracket is provided to keep the AIO® Wall Mounted Pro unit level in the installation and during operation. Keeping the unit level during operation is key to reliable performance over time.

Fastening the anti-lift bracket

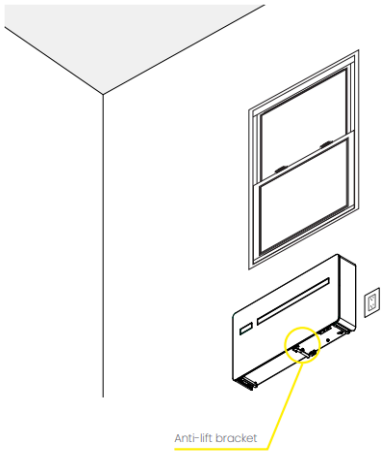
1. Fasten a screw into the anti-lifting bracket's hole and secure it to a stud. If a hollow wall adjoins the unit, fasten the bracket with a TOGGLER® brand, SNAPTOGGLE® Heavy-Duty Toggle Bolt model number BB or BBS in ¼" (6.4 mm). Do not use any other fastener.
2. Turn off the lights in the room and check both sides of the unit to ensure no light is visible from the outside. There should be no light visible.
3. Use a level to make sure the AIO® Wall Mounted Pro unit is perfectly level on the vertical axis. If the AIO® Wall Mounted Pro unit is back- or front-pitched, even slightly, the unit may leak in humid conditions.

In some instances, walls are not level, and there can be a gap between the sleeve and the back of the unit. Check for this by turning off the lights to see if there is any light coming through the back of the unit. If there is, add insulation tape around the openings to create a tight seal.

⚠ WARNING

- If the AIO® Wall Mounted Pro unit is not perfectly level on the vertical axis, the unit can leak.

Figure 20. Anti-lift bracket



7. TESTING THE UNIT

After installation, it is important to test the AIO® Wall Mounted Pro unit to ensure proper operation.

To test the unit, perform the following steps:

1. Check the power supply and verify it is within an acceptable range and that the unit is properly grounded.
2. Set the unit to Cool on its lowest setting and verify that the unit cools.
3. Turn the unit off for 10 minutes before switching to heating mode.
4. Set the unit to Heat at the highest setting and verify that the unit heats.
5. Test each fan speed.
6. If installed with an AIO® Wall Mounted controller, test the controller for steps 2 -5.
7. Ensure the required free spaces are not obstructed.

8. CONFIGURING THE UNIT

8.1 High wall modification

The AIO® Wall Mounted Pro unit can be installed in a high wall application. The unit is factory-configured for low wall installation, where the air flow is directed upwards. This works well for heating and cooling in floor installations.

If installing as a high wall application, the direction of the air flow must be modified by adjusting the position of the air louver so that air blows downwards instead of upwards. This is achieved by modifying the bracket on the unit and changing the program code.

Additionally, a lower cover panel (Part GB0737II) should be installed to cover the unfinished bottom of the AIO® Wall Mounted Pro unit.

To modify the AIO® Wall Mounted Pro unit for high wall installation, follow the steps below:

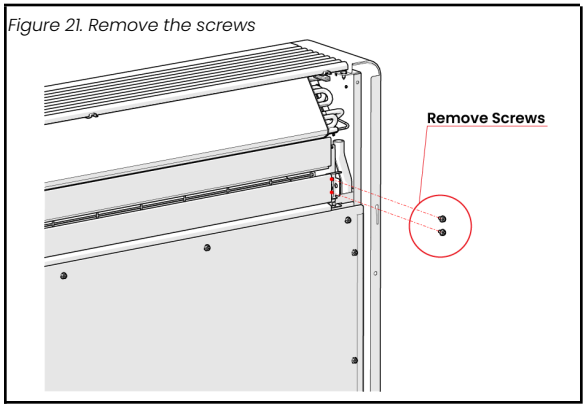
⚠ WARNING

- When the AIO® Wall Mounted Pro unit is in the OFF position, voltage is still being supplied to the electrical controls. Disconnect the power to the unit before opening it to avoid electric shock or damage to the AIO® Wall Mounted Pro unit. This is done by (a) removing the power supply cord from the wall power outlet, or (b) disconnecting the circuit breaker or fuses.
- **Failure to follow this warning can result in death, serious injury, and/or property damage.**

Changing the louver bracket

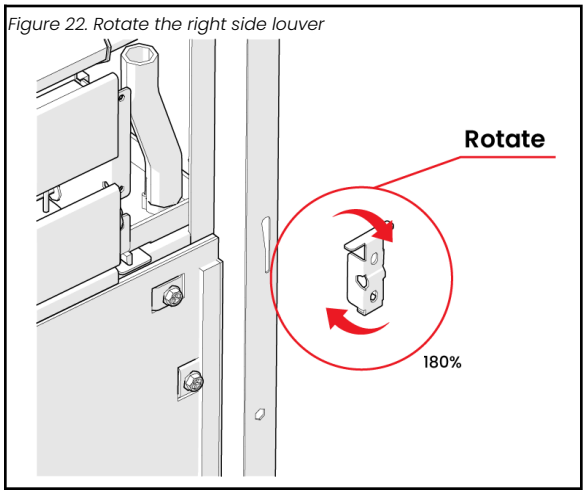
- ☐ Make sure power is disconnected from the AIO® Wall Mounted Pro unit.
- ☐ If the front cover is not already removed, remove it.
- ☐ Remove the screws from the right-side louver support bracket.

Figure 21. Remove the screws



- ☐ Rotate the right-side louver support bracket.

Figure 22. Rotate the right side louver



- ☐ Reinstall the right-side louver support bracket screws.
- ☐ Reinstall the front cover panel and grille with the screws supplied.

Once the physical modifications have been made to the AIO® Wall Mounted Pro unit—including installing the lower body cover and changing the direction of the louver bracket—the AIO® Wall Mounted Pro unit must be programmed as well. The programming will be stored in the unit and will not be lost if there is a power outage or when the power is moved from the wall outlet.

Programming the louver direction

1. Reconnect the power.
2. Press ⏻ so the display is activated; the unit can be in any mode.
3. Press the 〰 key and keep it pressed for ten (10) seconds.
4. The DN (low wall installation) symbol will flash on the display. Reinstall the right-side louver support bracket screws.
5. Press the 〰 key again.
6. The UP (upper wall installation) symbol will momentarily light up on the display. Do not touch the display; wait a few seconds for the new setting to be installed.
7. After the new setting is fully installed, the display will return to normal.

8.2 Occupancy sensor

The AIO® Wall Mounted Pro unit can be connected to an occupancy sensor—e.g., an open window contact, on/off remote, infrared presence sensors, enabling badge, etc.—to activate and deactivate the unit.

When the contact opens, the unit is placed in standby mode, and CP displays on the screen. (NOTE: "CP" stands for Contact Present.)

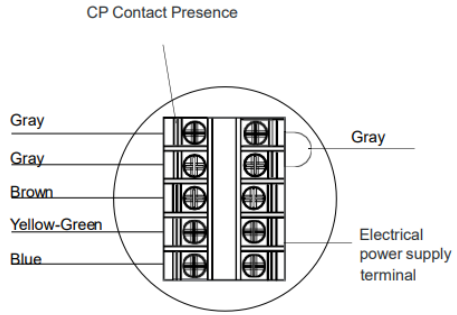
Use only double-insulated cable.

For versions with auxiliary electric heat resistance, in order to prevent internal overheating, do not abruptly disconnect voltage from the unit. Use the CP contact that places the unit in standby mode, guaranteeing the required post-operational ventilation.

⚠ WARNING

- Turn off all electrical power before making any connections. All electrical connections and wiring MUST be installed by a qualified electrician and conform to the National Electrical Code as well as all local codes having jurisdiction. **Improper wiring may result in death, serious injury, and/or property damage.**

Figure 23. Occupancy sensor



8.3 Configuring heat strip wattage

The AIO® Wall-Mounted Unit 230V with Heat Strip includes two 900 W heating strips, which can operate together (1800 W) or individually (900 W). Use this procedure to configure the desired wattage during installation or at first startup.

1. **Turn off the power.**
   - Disconnect power to the unit to prevent accidental activation.
   - Unplug the unit or switch off the circuit breaker.
   - Wait at least 5 minutes and verify that all indicator lights are off before proceeding.
2. **Access the Heating settings.**
   - On the onboard touch controller, select Ht.
   - Select NO to disable the heating strips.
3. **Set the Heating wattage.**
   - Select r1 for 900 W operation.
   - Select r2 for 1800 W operation.
4. **For 900 W Operation Only:**
   - Disconnect the connector for one heating strip on the PCB (see images below).

Figure 24. Configuring heat strip wattage

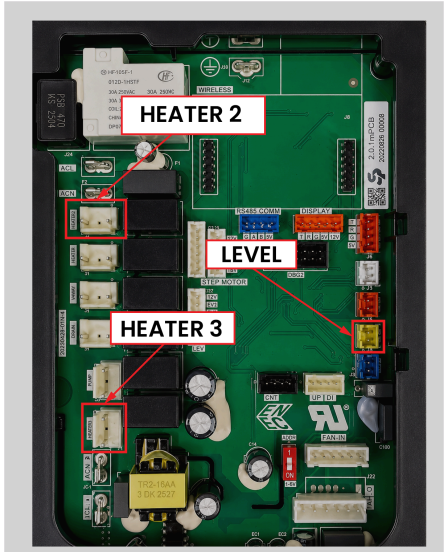
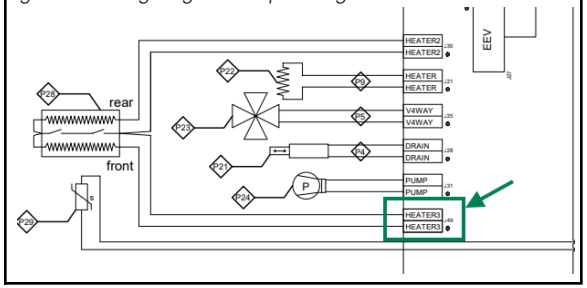


Figure 25. Configuring heat strip wattage



   - Cut off the plug from the disconnected wire to prevent reconnection.
   - Wrap wire ends with electrical tape or use a wire nut to insulate them.
5. **Label the Configuration.**
   - Mark 900 W or 1800 W on the unit's label for future reference.

Figure 26. Label the configuration

Installer Responsibility	900W	1800W
Power supply (V/Ph/Hz)	230/1/60	230/1/60
Voltage range	180-253	180-253
Running Amps Cooling	3.4	3.4
Max Amps Cooling	7.8	7.8
Running Amps Heating	6.8	10.7

9. SELF-CERTIFYING THE INSTALLATION



- If the unit is installed in an environment with salt, chemical, or acidic air exposure, apply a protective coil coating, such as DiversiTech Coil Guard, to protect the coil surfaces from corrosion and ensure long-term performance.
- If the unit is installed in a construction environment, protect the unit in a tight plastic wrap and do not operate it until all dust and debris in the environment has been removed.

In order to ensure the best experience possible with the AIO® Wall Mounted Pro unit, we send an INNOVA-certified technician to inspect each AIO® Wall Mounted Pro unit that is installed and certify the installation before the AIO® Wall Mounted Pro unit is used.

After performing the inspection and certifying that the AIO® Wall Mounted Pro unit is installed correctly, the INNOVA-certified technician will sign and validate the warranty. The INNOVA-certified technician will review the items on the checklist to the right.

You are required to inform the client not to use the AIO® Wall Mounted Pro unit before certification by an INNOVA technician, as it may void the warranty.

Please contact the dealer from whom you purchased the AIO® Wall Mounted Pro unit to coordinate the inspection.

9.1 Post-installation certification checklist

Appropriate use

- ☐ The AIO® Wall Mounted Pro unit's cooling/heating capacity is sufficient to cool/heat the room it is located in.
- ☐ The interior vents are not blocked by any furniture, plants, or window coverings.

Mounting:

- ☐ Wall bracket is securely hung—at least two (2) screws are in cement or wood, and the other four (4) screws are ¼" (6.4 mm) load-bearing wall anchors that support at least 50 lbs (22.7 kg) and can be removed cleanly from the wall.
- ☐ The unit is mounted at 100% level on the vertical axis and has a ⅛" (3.2 mm) slope to the right on the horizontal axis.
- ☐ The unit is flush to the wall with no gaps between the wall and the back of the unit.
- ☐ Anti-lift bracket is fastened to wood or with ¼" (6.4 mm) load-bearing wall anchors that support at least 50 lbs (22.7 kg) and can be removed cleanly from the wall.
- ☐ The tip sensor is clear.

External vents

- ☐ The wall sleeve is sealed to the wall with no gaps.
- ☐ Approved exterior grilles are installed.
- ☐ Exterior grilles are installed correctly.
- ☐ Exterior grilles are properly sealed.
- ☐ External vent holes are 100% aligned internally with the AIO® Wall Mounted Pro unit's vent holes.
- ☐ Exterior vents are not blocked by walls or plantings.

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 specifications required.

Drainage (if using for heating)

- ☐ The condensate drain is connected and working.
- ☐ The external condensate drain is pitched correctly.
- ☐ The external condensate drain's exterior wall puncture is properly sealed.

10. FINAL STEPS AFTER INSTALLATION

Before leaving the installation site, ensure that the following tasks are completed:

- ☐ **Clean-Up:** Remove all packaging materials and wipe off any dust or debris from the unit using a damp cloth.
- ☐ **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 in an environment with salt, chemical, or acidic air exposure, apply a protective coil coating, such as DiversiTech Coil Guard, to protect the coil surfaces from corrosion and ensure long-term performance.
  - If the unit is installed in a construction environment, protect the unit in tight plastic wrap and do not operate it until all dust and debris in the environment has been removed.

⚠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.

11. DIMENSIONS

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

AIO Wall Mounted Pro Dimensions (V 5.0).pdf

Figure 27. Dimensions

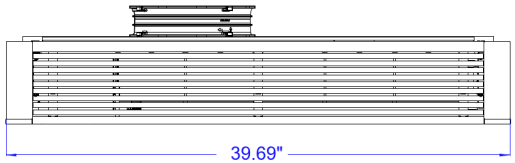


Figure 28. Dimensions

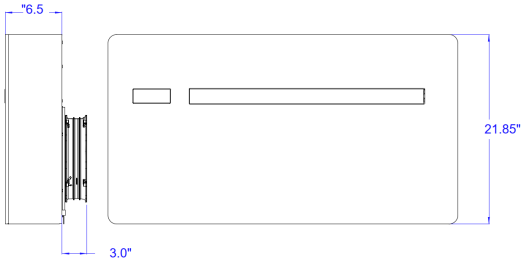
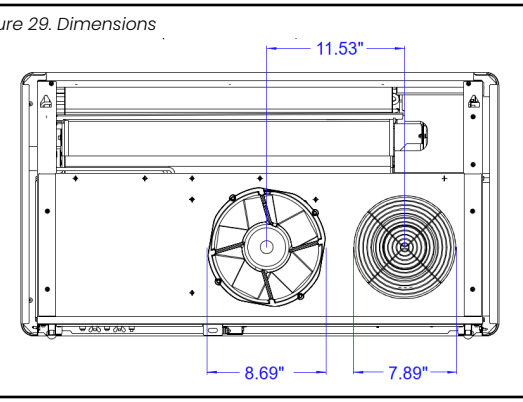


Figure 29. Dimensions



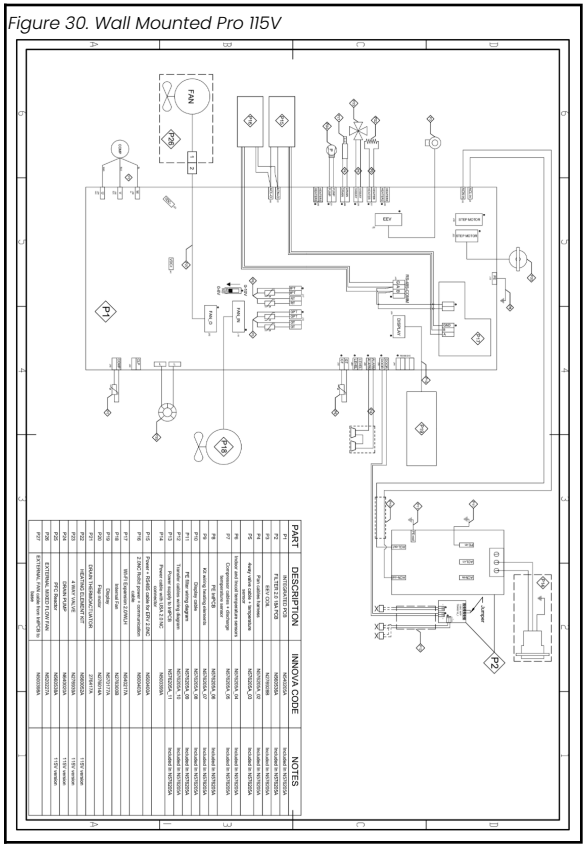
12. WIRING DIAGRAMS

12.1 AIO® Wall Mounted Pro 115V Wiring Diagram

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

AIO Wall Mounted Pro 115V (Heat Pump Only) Wiri...

Figure 30. Wall Mounted Pro 115V

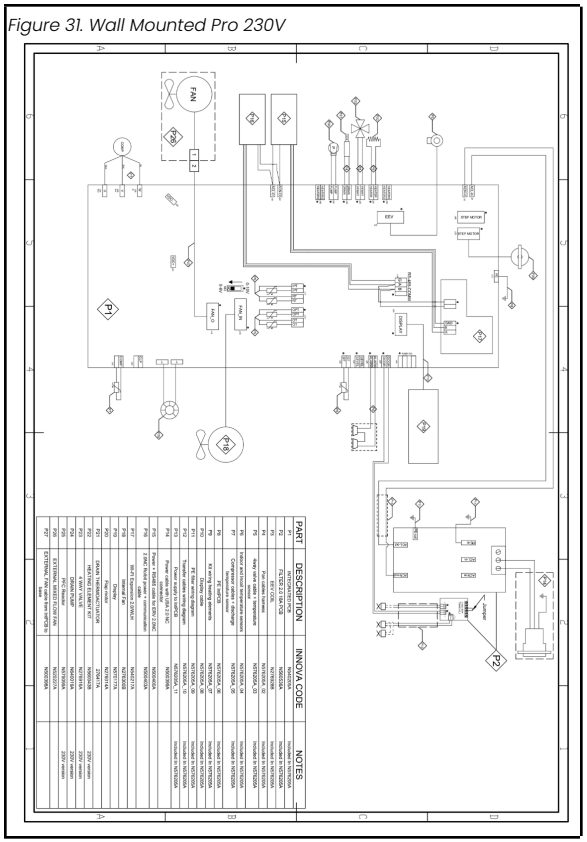


12.2 AIO® Wall Mounted Pro 230V Wiring Diagram

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

AIO Wall Mounted Pro 230V Wiring Diagram.pdf

Figure 31. Wall Mounted Pro 230V

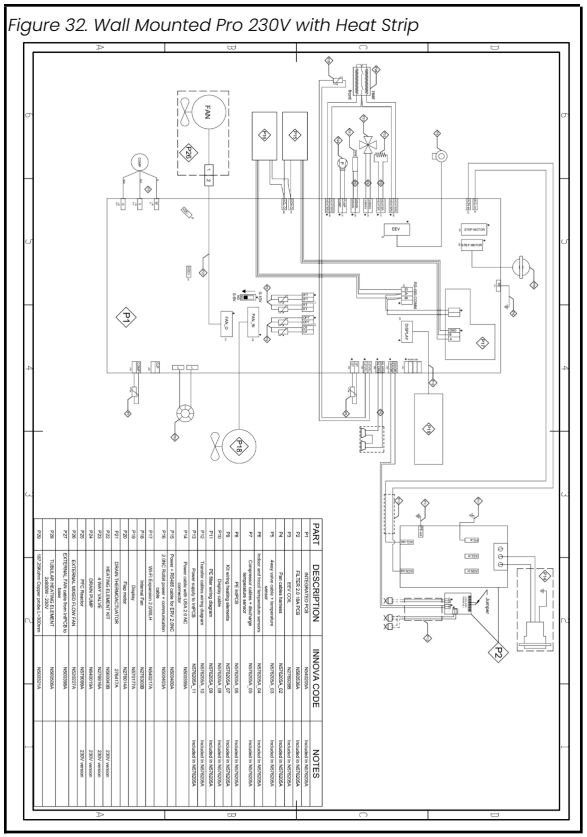


12.3 AIO® Wall Mounted Pro 230V with Heat Strip Wiring Diagram

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

AIO Wall Mounted Pro 230V (with Electric Heater) ...

Figure 32. Wall Mounted Pro 230V with Heat Strip



13. WARRANTY

13.1 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.

13.2 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.

13.3 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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Revised August 19, 2026

AIO® Wall Mounted Pro (Gen 1) **Installation Guide**