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

User Guide



innova

AHRI CERTIFIED® www.ahridirectory.org
Unitary Small HP
AHRI Standard 210/240

Intertek

ENERGY STAR

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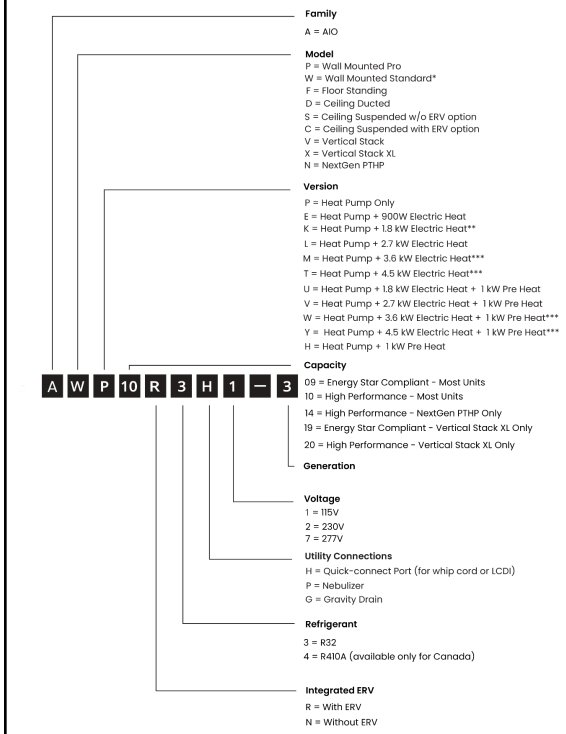
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ETL Listed. Control Number: 5032306. Conforms to: UL 60335-2-40:2022 Ed.4 | CSA C22.2#60335-2-40:2022 Ed.4 | UL 60335-1:2016 Ed.6 | CSA C22.2#60335-1:2016 Ed.2

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. SAFETY

This guide provides many important safety messages for your AIO® unit. Read and adhere to all safety messages. For your safety, follow all the information in this guide to minimize the risk of fire, explosion, electrical shock, or to prevent property damage, personal injury, or death.

- Read the guide thoroughly before operating the AIO® unit.

⚠WARNING

Failure to read the guide can result in damage to the unit, property damage, personal injury, or death.

- Save this guide.
- Incorrect operation due to lack of knowledge or ignoring the instructions will cause harm or damage, or even death.

⚠CAUTION

Do not use the unit until it is inspected and certified by an INNOVA technician. Operating the unit before certification voids the warranty.

⚠WARNING

- In the event of a refrigerant leak, remove the unit from an occupied room and store it in a well-ventilated, unoccupied space.
- Do not pierce or burn the unit.
- Always keep the unit upright to prevent leakage.
- Do not operate the AIO® unit where explosive gases are present or where humidity and temperature levels exceed the maximum allowed in the specifications. Doing this may cause an explosion and a fire. Ventilate the room well when using the unit together with a stove or similar appliances.

⚠WARNING

- Only qualified professionals should install and service this equipment. Improper installation or modifications by an unqualified person could result in death or serious injury. When working on the equipment, observe all precautions in the installation manual and labels attached to the equipment.
- It is the installer's responsibility to install the equipment correctly. Installation must be performed in conformance with all applicable local and national codes.

⚠CAUTION

- The LCDI device is not intended for use as a switch. Do not use the TEST and RESET buttons to turn the AIO® unit on and off.
- If the LCDI device fails to trip when tested or if the power supply cord is damaged, it must be replaced with a new LCDI power supply cord obtained from INNOVA. Do not repair the cord.

⚠WARNING

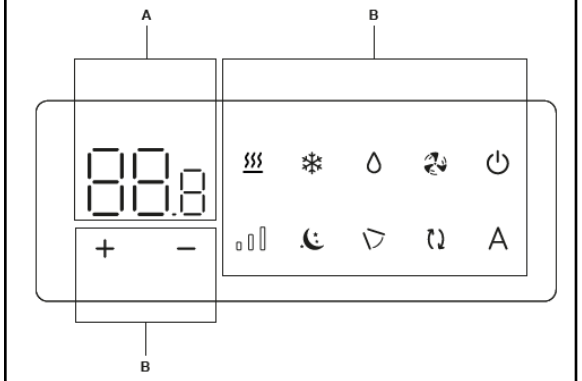
- Do not sit on, lean on, or place anything on top of the AIO® unit, especially liquids. This may trigger a short-circuit, damage the AIO® unit, and/or expose the user to the risk of electrocution.
- The AIO® unit is not intended for use by children. Adult supervision is required if children are present.
- Do not insert hands or other objects through the air inlets when the unit is in operation. Electrical and moving parts could cause shock and injury.
- Do not place the power supply cord near a heat source. This may cause a fire and/or electric shock.
- Do not touch the power supply cord or the AIO® unit with wet hands or use it in a damp environment, as it may cause a fire or electrical shock. To avoid damage or electrical shock, unplug by holding the end of the power plug.
- Do not operate or stop the AIO® unit by inserting or pulling out the power plug. It may cause an electric shock and damage the AIO® unit.
- Do not alter the power supply cord or power plug. Do not use an extension cord.
- Do not place objects on the power supply cord. Protect the power supply cord from being pinched or damaged. There is the danger of fire or electric shock.

⚠WARNING

Failure to follow warnings can result in property damage, injury, and/or death.

2. BASIC OPERATIONS

Figure 2. Controller display



A	Display area		Fan mode
B	Key area		Power On/Off
88.8	Temperature setpoint		Fan speed
+	Increase		Night mode
–	Decrease		Air Change mode (not displayed on the main interface)
	Heating mode		Swing mode
	Cooling mode	A	Auto fan speed mode
	Dehumidification mode		

2.1 Power On/Off

Turning the unit on or off:

1. Check that the unit is properly connected to the power supply.
2. Press and hold the **Power Button** for two seconds.

   Result: When turning on, the display lights up, and the unit begins operating with the last saved settings.
   When turning off, the display screen goes dark, indicating the unit is entering standby mode.

⚠ WARNING

Use the power button to activate or deactivate the unit for short time periods only. For long periods of inactivity, the unit must be shut off and unplugged from the grounded three-prong electrical power outlet or disconnected from the main power breaker.

- The AIO® Wall Mounted or Wall Mounted Pro system retains all your settings even if the power is turned off or a power outage occurs.
- The display brightness automatically dims after 30 seconds of inactivity.
- The unit can connect to an Android or iOS mobile device via the Tuya Smart Life app and a built-in Wi-Fi chip. The app features timer functions and centralized control of multiple units. Refer to AIO Wi-Fi Module (2.4 + 5 GHz) ... for more information.

2.2 Selecting Cooling mode

In Cooling mode, the unit cools the room to the setpoint temperature while dehumidifying and filtering the air.

1. If the unit is off, press and hold the **Power Button** for two seconds.
2. Press and hold the **Cooling mode button** for two seconds. The icon remains activated.
3. Using the **Temperature Up +** and the **Temperature Down –** buttons, set the desired temperature between 61°F and 87°F (16.1°C and 30.6°C).
4. Use the **Fan speed button** to set the fan to the desired setting. For more details, refer to Setting the fan speed. The fan continues running when the setpoint temperature is reached.

2.3 Selecting Heating mode

In Heating mode, the unit warms the room to the setpoint temperature. The fan operates only when the unit is actively heating.

1. If the unit is off, press and hold the **Power Button** for two seconds.
2. Press and hold the **Heating mode button** for two seconds. The icon remains activated.
3. Use the **Temperature Up +** and **Temperature Down – buttons** to set the desired temperature between 61°F and 87°F (16.1°C and 30.6°C).
4. Use the **Fan speed button** to set the fan to the desired setting. For more details, refer to Setting the fan speed.

At startup, it can take up to three minutes for the unit to start supplying warm air.

2.4 Selecting Auto Changeover mode

In Auto Changeover mode, the unit regulates the temperature using both Cooling and Heating modes. This mode is more energy-efficient than other modes, provides consistent comfort, and extends the unit's operating life.

1. If the unit is off, press and hold the **Power Button** for two seconds.
2. Press and hold both the **Heating mode button** and the **Cooling mode button** at the same time for five seconds. Both icons remain activated.

When the unit is in Auto changeover mode, you can choose to set the fan speed yourself or set it to Auto mode, where the fan speed adjusts automatically.

At startup, it can take up to three minutes for the unit to start supplying warm air.

2.5 Selecting Dehumidification mode

This mode is ideal when the indoor temperature is already comfortable, but humidity levels are high. By using Dehumidification mode during milder weather or in the shoulder seasons, you can maintain a pleasant indoor environment without overcooling or heating the space.

1. If the unit is off, press and hold the **Power Button** for two seconds.
2. Press and hold the **Dehumidification mode button** for two seconds. The icon remains activated.

2.6 Selecting Fan only mode

Fan-only mode circulates air without changing its temperature or humidity.

1. If the unit is off, press and hold the **Power Button** for two seconds.
2. Press and hold the **Fan only mode button** for two seconds. The icon remains activated.
3. Use the **Fan speed button** to set the fan to the desired setting. For more details, refer to Setting the fan speed. The fan continues to operate even when the setpoint temperature is reached.

In Fan-only mode, the unit does not cool, heat, or dehumidify.

2.7 Selecting Auto Fan Speed mode

In Auto Fan Speed mode, the unit automatically regulates the fan speed. This mode is more energy-efficient than other modes, provides consistent comfort, and extends the unit's operating life.

1. If the unit is off, press and hold the **Power Button** for two seconds
2. Press and hold the **Auto fan speed mode button** A for two seconds. The icon remains activated.

2.8 Selecting Night Mode

The human body temperature naturally falls during sleep. While the unit is in Cooling or Heating mode, activating Night mode adjusts the room temperature to match the changes in body temperature. It also operates at a lower noise level and saves energy. This mode may be activated before you go to sleep.

Night mode is only available in Heating or Cooling mode. Night mode cannot be activated in Dehumidification, Auto, or Fan-only modes. The temperature automatically adjusts as follows:

- In Heating mode, the temperature setting decreases by 2°F (1.1°C) after one hour and by another 2°F (1.1°C) after two hours.
- In Cooling mode, the temperature setting increases by 2°F (1.1°C) after one hour and by another 2°F (1.1°C) after two hours.
- After the two adjustments, the temperature setting remains unchanged.
- After six hours, the unit automatically enters standby mode.

1. If the unit is off, press and hold the **Power Button** for two seconds.
2. Press and hold the **Night mode button** for two seconds. The icon remains activated. Night mode is active.
3. To exit Night mode, press and hold the **Power button** for two seconds. Night mode has been deactivated when the icon no longer appears on the screen.

2.9 Setting Swing mode

In Swing mode, the unit's electric louvers oscillate, circulating cool or warm air equally across the room. By doing this, hot or cold patches are eliminated.

1. If the unit is off, press and hold the **Power Button** for two seconds.
2. Press and hold the **Swing mode button** for two seconds. The icon remains activated.
3. To lock the louver to the desired position, press and hold the **Swing mode button** again for two seconds. The electric louver remains locked in its current position.

Never manually force the louvers.

In Heating or Cooling mode, the louvers automatically adjust every 30 minutes to prevent moisture buildup.

2.10 Setting the fan speed

When the unit is operating in Fan only, Cooling, Heating, or Auto modes, you can adjust the fan speed by tapping the fan speed button until the speed you desire is selected:

- To set the **Low** fan speed, tap the **Fan Speed button** until the low fan symbol is displayed.
- To set the **Medium** fan speed, tap the **Fan Speed button** until the medium fan symbol is displayed.
- To set the **High** fan speed, tap the **Fan Speed button** until the high fan symbol is displayed.

2.11 TOUCH SCREEN DISPLAY KEY LOCK

TOUCH SCREEN DISPLAY KEY LOCK mode prevents any actions from being performed on the touch-screen control panel or with the wireless remote. This safety feature is especially useful for preventing children from tampering with the controls. The Key Lock mode remains active even during a power failure.

Activate or deactivate the display key lock:

1. Press and hold both the **Increase button +** and the **Decrease button -** together for five seconds.

   The lock screen icon appears to confirm that the key lock is active or disappears to confirm the exit from local mode. Tapping any button while in lock mode causes the notification to be displayed.

2.12 Tuya app for control via your mobile device

Available for Android, iOS, and PC, the Tuya app provides seamless remote management of your unit via your mobile device over the internet. Users can toggle between all operating modes, adjust fan speeds, and easily fine-tune temperature settings. For automated comfort, the app features a comprehensive seven-day programmable timer. Additionally, you can group multiple units for synchronized control or share access with multiple users to simplify climate management.

For more information, refer to:

AIO Wi-Fi Module (2.4 + 5 GHz) and Smart Life Ap...

3. MAINTENANCE

This unit is engineered to provide maximum performance with minimal maintenance. By following the simple care instructions in this manual and keeping the unit clean, you will ensure many years of reliable, trouble-free service.

⚠ WARNING

- Disconnect all power to the unit before servicing to avoid electric shock or damage to the unit. Unplug the power supply cord from the wall outlet and disconnect the circuit breaker or fuse.
- When the unit is in the OFF position, there is still voltage to the electrical controls. Remove the power supply cord from the wall outlet, or disconnect the circuit breaker, or fuses before servicing to avoid electric shock or damage.

Due to the importance of these maintenance tasks, INNOVA recommends establishing a maintenance service contract with a qualified HVAC professional. Regular professional maintenance will help ensure the unit operates efficiently, extend its lifespan, and prevent faults.

Always follow these steps before performing any maintenance or cleaning operations:

1. Turn the unit off by tapping .
2. Unplug the unit from the three-prong electrical power outlet.
3. Wait one hour for the unit to cool down.

⚠ WARNING

- Clean the system components as recommended by the manufacturer.
- Perform defrosting as recommended by the manufacturer. Do not try to accelerate the process.
- Do not pierce or burn. Be aware that refrigerants may be odorless.

Energy-saving suggestions

This unit is engineered for maximum efficiency, powered by a state-of-the-art inverter compressor that adapts to your cooling needs. To maintain peak performance and minimize energy consumption, observe the following recommendations:

- Read and follow the installation instructions.
- Always keep the filters clean (see the Maintenance and Cleaning chapter).
- Have the unit professionally inspected and cleaned by an authorized technician annually, or every other year, depending on use.
- Keep the doors and windows of the rooms closed while the unit is operating (unless operating with a stove top).
- Proper insulation helps the unit maintain the desired inside temperature.
- Do not let direct sunlight into the room (use curtains or lower the blinds) while the unit is operating, and create shade wherever possible.
- Consider installing window tinting; it can greatly reduce the amount of heat entering a room, thereby reducing the cooling load.
- Do not block the unit's supply and return airflow grilles. This results in non-optimal performance and may also cause damage, voiding the warranty.
- Keep window coverings away from the unit to ensure free airflow.

3.1 Cleaning the filters

To maintain optimal performance, clean the filters at least once a month. Clogged and dusty filters reduce

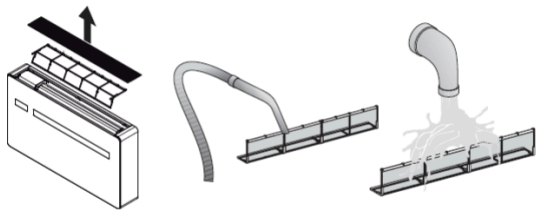
cooling and heating capacity, restrict airflow, and can cause extensive damage. In extreme cases, clogged filters may create a fire hazard and will void the warranty. Keeping the filters clean saves energy and reduces the risk of component failure.

⚠ WARNING

- Always disconnect power before accessing filters.
- Use appropriate PPE when handling dirty filters.
- Ensure the unit is stable and secure before opening panels.
- Do not operate the unit with filters removed.
- Ensure the floor area is dry to prevent slipping during maintenance.
- Use gloves when handling used filters.

1. Turn off the unit by tapping the Power button, unplugging the power cord, or turning off the breaker, and wait one hour for the unit to cool down.
2. Lift the return air grille on the top of the unit by pulling it toward yourself and raising it.
3. Extract the filter.
4. Remove dust from the filters and the return air grille using a vacuum cleaner or by washing them in running water. You can use a mild soap if necessary, but detergents or solvents will cause damage.
5. Leave the filters to dry in the shade. Exposure to the sun or washing with water hotter than 104°F (40°C) can cause the filter to shrink.
6. Replace the cleaned filter on top of the coils, taking care to position it correctly.
7. Replace the return air grille.

Figure 3. Cleaning the filters



3.2 Cleaning the condensate drain

To ensure optimal performance and prevent the buildup of zooglea, clean the condensate drain components at least once every six months, or more frequently if environmental conditions warrant it:

- Upper drain pan.
- Lower drain pan.
- Upper condensate collection box (located beneath the upper drain pan).
- Condensate pump (located above the lower drain pan).

Use a coil-safe drain line cleaner, such as Valterra PowerMax, to perform the cleaning safely and effectively.

3.3 Cleaning the condenser coils

Proper system maintenance requires cleaning both the evaporator air filter and the condenser coil, located in the lower compartment near the compressor. Follow these steps to ensure thorough cleaning and optimal performance:

1. Detach the main front panel to access the internal components.
2. Use a screwdriver to remove the screws and open the bottom metal access panel.
3. Detach the clear condensate drain hose from the right side of the drain pan.
4. Attach a vacuum cleaner to the clear hose and suction out any debris or blockages.
5. Pour fresh water into the lower section of the evaporator coil drain pan. Use the vacuum cleaner to suction out the water. Repeat the process as required until clean water is observed.
6. Reattach the clear drain hose to the evaporator pan, ensuring a secure connection.
7. Pour one cup of water into the evaporator pan to refill the siphon (trap), located in the compressor compartment. This ensures proper function of the trap by maintaining a water seal.
8. While reassembling, inspect the gasket for integrity and ensure the cover is sealed properly, without any air leaks. If gaps are detected, apply additional gasket material or silicone to achieve an airtight seal.
9. Secure the bottom metal access cover in place to prevent air leakage.
10. Reattach the front panel cover and ensure it is secured.

4. TROUBLESHOOTING

The following troubleshooting information is provided to assist qualified personnel in efficiently diagnosing system faults. Following these verified diagnostic sequences minimizes downtime and prevents the unnecessary replacement of functional components.

Do not use the unit until it is inspected and certified by an INNOVA technician. Using your unit before certification will void the warranty.

4.1 Normal occurrences

The following conditions are normal and do not indicate a malfunction.

Table 1. Normal occurrences

Issue	Normal Functionality
There is a whirring noise.	The indoor fan runs continuously when the unit is operating in the cooling mode.
A 3-minute delay occurs at startup.	You may notice a few minutes' delay in starting if you try to restart the unit too soon after turning it off, or if you adjust the thermostat right after the compressor has shut off. This is due to a built-in restart protector on the compressor which causes a 3-minute delay.
The unit is operating silently.	During the defrost cycle, both the indoor and outdoor fans stop, and the compressor operates in Cooling mode to remove frost from the outdoor coil. After defrosting, the unit restarts with electric heat to quickly warm the room to the desired comfort level.
The unit continues to work after you turn it off.	To protect the compressor and prevent short cycling, the unit is designed to continue running for a minimum of three minutes after the compressor starts, regardless of thermostat setting.

4.2 Common problems

In the event of a malfunction, refer to the following table. If the fault persists after performing the suggested checks, call the Customer Support Call Center for assistance.

Table 2: Common problems

Problem	Possible Causes	Solution(S)
The unit does not turn on.	No power	Check the power to the grounded three-prong electrical outlet. You can do this by plugging in a lamp to the same outlet. Repair the power outlet or use a different one.
	The fuse is blown, or the circuit breaker is tripped.	Verify the circuit breaker has not tripped. Replace the fuse if it is blown. Restore power before attempting a restart.
	The unit is unplugged.	Verify that the power cord is fully plugged into a grounded outlet. Restore power before attempting operation.
	The unit is waiting for the compressor overload protector to reset	To protect the compressor and prevent short cycling, the unit is designed to run for a minimum of three minutes after the compressor starts, irrespective of the thermostat setting.
	The current interrupter device is tripped.	Press the RESET button located on the power supply cord plug or the box near the power plug. If the RESET button does not stay engaged, discontinue use of the unit and contact a qualified service technician.
The unit does not cool or heat adequately.	Indoor airflow is restricted.	Make sure there are no curtains, blinds, or furniture blocking the front of the unit.
	The room may be hot or cold.	On initial activation, allow time for the environment to reach the desired temperature.
	The heating and cooling load in the room changed.	Try to reduce the heating and cooling load of the room: Cover large windows exposed to sunlight using curtains or blinds. Keep doors and windows closed. Do not turn on halogen lamps, ovens, steam irons, or hot plates.
	The temperature control may not be set properly.	Turn the control to a lower or higher setting. NOTE: The temperature limiter may be
		limiting the temperature range.
	The indoor or outdoor heat exchanger is clogged.	Have a professional clean the indoor/outdoor heat exchangers.
	The fan is dirty.	Clean the filter at least every 30 days.
	The air filter is dirty.	Clean the filter at least every 30 days.
A burning odor occurs at the start of heating.	There is dust on the surface of the heating element.	This can cause a burning odor at the beginning of the heating operation. The odor should quickly fade.

4.3 Error codes

The following table shows system error codes. In some cases, the system still functions when the code is displayed. In these cases, you must still contact a technician to correct the fault.

Table 3. Error codes

Error	Cause	Possible Solution	Will the unit work
E1	The room temperature RT sensor, which monitors the antifreeze function of the coil, is not working.	Disconnect the power, wait five minutes, and reconnect it.	No
E2	The IPT sensor is not reporting the state of refrigerant flow in the internal coil.	Disconnect the power, wait five minutes, and reconnect it.	No
E3	The outside temperature OT sensor is not reporting the temperature.	Disconnect the power, wait five minutes, and reconnect it.	No
E4	There is a fault in the external coil OPT sensor; automatic defrosting is not working.	Disconnect the power, wait five minutes, and reconnect it.	No
E5	The internal fan motor is not working.	None, call for an authorized technician.	No
E6	The external fan motor is not working.	Disconnect the power, wait five minutes, and reconnect it.	No
E7	There is a driver board error resulting in a lack of communication.	Disconnect the power, wait five minutes, and reconnect it.	No
E8	The temperature of the	None, call for an	No

Error	Cause	Possible Solution	Will the unit work
	compressor discharge gas is not being monitored.	authorized technician.	
E9	There is a communication error between the main board and the M7 wall control.	Disconnect the power, wait five minutes, and reconnect it.	No
E10	The condensate level in the pan is too high.	Remove drain pipe bends or obstructions that prevent the water from flowing.	Yes
		Empty the tray and check for blockages. If the problem persists, contact an authorized technician.	Yes
CP	The CP contact is open; the unit only works if the contact is closed.	Check that the sensors are connected.	Yes
E12	The compressor driver communicates correctly with the control, but the compressor does not function.	None, call for an authorized technician.	No
CE	Communication was interrupted for five consecutive seconds.	Disconnect the power, wait five minutes, and reconnect it.	No
E16	There is no refrigerant, or the 4-way valve is misconfigured or disconnected (in heating).	None, call for an authorized technician.	No
E17	The driver programming is incorrect, or the wrong compressor has been installed.	None, call for an authorized technician.	No
E19	The heating element temperature sensor is faulty.	None, call for an authorized technician.	No
E20	The second temperature sensor on the external heat exchanger is faulty.	None, call for an authorized technician.	No
E22	The input power supply is not compliant with the safety range.	None, call for an authorized technician.	No
E23	There is a fault in the UV lamp kit (not applicable in the US or Canada).	None, call for an authorized technician.	No
E24	There is a communication error between the MCU	None, call for an authorized technician.	No
	board and the ERV board.		
BL	The keypad is locked and/or the child lock is activated.	Hold down the + and - keys simultaneously for 3 seconds to activate/deactivate the child lock.	Yes

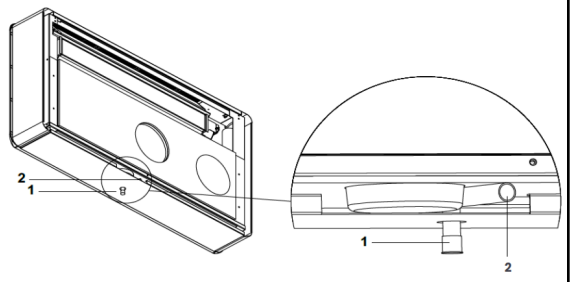
4.4 Emptying the condensate tray

During cooling and dehumidification, an electronic controller maintains the water distribution system by spraying the condensate from the collection pan onto the condenser coil.

In Heating mode, the unit does not drain condensate directly into the drain pipe; it collects in a lightly heated condensate tray (to prevent the liquid from freezing), where a solenoid valve controls the flow of condensate from the tray to the drain pipe once the maximum level is reached. If any issue occurs in the condensate water system or if the maximum water level in the pan is reached and the unit is not draining, the OF code appears on the display. If this occurs in Heating mode, check that the condensate drain pipe is not bent or obstructed, preventing the water from draining.

It is possible to empty the collection pan using the safety drain at the base of the unit if necessary.

Figure 4. Emptying the condensate tray



1	Safety drain to empty pan
2	Condensation drain duct

5. SERVICE AND ASSISTANCE

We want to ensure you have the best possible experience with your unit. To accomplish this, we send an INNOVA technician to inspect each installed unit and certify the installation before it is approved for use.

After performing the inspection and certifying that the unit is installed correctly, the INNOVA technician will sign and validate your warranty. Please do not use the unit until certification by an INNOVA technician is completed, as this will void the warranty. If your installer or dealer has not informed you of when an INNOVA technician is scheduled to inspect and certify your new unit(s), please contact us immediately so we can arrange the inspection and certification.

Before contacting the Customer Support Center for service-related issues, check the troubleshooting charts. This may help you find the answer to your problem, avoid unnecessary service calls, and save you the cost of a service call if the problem is not due to a defect in the unit. If you require further assistance, please call the Customer Support Center.

When calling, provide the unit's model and serial number, along with the date of certification. By providing us with this information, we will be able to assist you more quickly.

If you have checked the troubleshooting charts and still need assistance, and you don't want to dispatch a technician for service, here is a list of services we can provide at our Customer Support Center.
Call toll-free 1-800-381-4200.

- Specifications and features of the unit.
- Use and care information.
- Recommended maintenance procedures.
- Installation information.
- Referrals to authorized dealers.

Do not use the unit until it is inspected and certified by an INNOVA technician. Using your unit before certification will void the warranty.

5.1 Critical annual maintenance

Proper system maintenance requires cleaning the evaporator air filter and the condenser coil, located in the lower compartment near the compressor and the drain system.

Failure to complete this annual cleaning will void the warranty.

Follow these steps to ensure thorough cleaning and optimal performance:

1. Remove Front Panel: Detach the main front panel cover to access the internal components.
2. Open Bottom Access Panel: Use a drill or screwdriver to remove the screws and open the bottom metal access panel.
3. Detach Drain Hose: Disconnect the clear condensate drain hose from the right side of the drain pan.
4. Vacuum the Drain Line: Attach a vacuum cleaner to the clear hose to suction out any debris or blockages.
5. Flush Drain Pan: Pour fresh water into the lower section of the evaporator pan. Use the vacuum cleaner to suction out the water until it runs clear. Repeat the process if necessary until clean water is observed.
6. Reconnect Drain Hose: Reattach the clear drain hose to the evaporator pan. Ensure the connection is secure.
7. Refill the Trap: Pour one cup of water into the evaporator pan to refill the siphon (trap), located in the compressor compartment. This ensures proper function of the trap by maintaining a water seal.
8. Check Seals During Reassembly: While reassembling, inspect the gasket for integrity and ensure the cover is sealed properly, without any air leaks. If gaps are detected, apply additional gasket material or silicone to achieve an airtight seal.
9. Reattach Metal Cover: Secure the bottom metal access cover in place to prevent air leakage.
10. Reattach Front Panel: Finally, reattach the front panel cover and ensure it is secured.
11. By following these steps, you ensure the condenser coil and associated components are maintained, preventing potential airflow issues and enhancing overall system efficiency.

5.2 Certification

Post-installation certification checklist

Appropriate Use:

- ☐ The AIO® Wall Mounted unit's cooling/heating capacity is sufficient to cool/heat the room it is located in.
- ☐ There is no furniture, plants, or window coverings blocking the interior vents.

Mounting:

- ☐ Wall bracket is securely hung—at least two screws are in cement or wood, and the other four screws are TOGGLER® brand, SNAPTOGGLE® Heavy-Duty Toggle Bolts, model number BB or BBS in ¼" (6.4 mm).
- ☐ The unit is mounted at 100% level on the vertical and horizontal axes.
- ☐ The unit is flush with the wall, with no gap between the wall and the back of the unit.
- ☐ The anti-lift bracket is fastened to wood or with TOGGLER® brand, SNAPTOGGLE® Heavy-Duty Toggle Bolts, model number BB or BBS in ¼" (6.4 mm).
- ☐ The tip sensor is clear.

External Vents

- ☐ The wall sleeve is sealed inside the wall with no gaps.
- ☐ The wall sleeve protrudes from the wall 1/8" (3.2 mm) into the EPDM material on the rear of the unit with a tight connection.
- ☐ 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 unit's vent holes.
- ☐ Walls or plantings do not block exterior vents.

Electrical

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

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.

- The warranty is only valid if the certification is complete and signed by an INNOVA technician.
- The AIO® below has been inspected and certified to comply with INNOVA's installation requirements.

AIO® Info	
Serial Number	
Installation Address	
Dealer	
Invoice Date	

Certification Info	
Technician Name	
Technician ID Number	
Date	
Signature	

6. WARRANTY

6.1 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.

6.2 Optional Extended Coverage

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

6.3 Validation Requirements

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

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

For detailed terms and conditions, click the link below:

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

With over 20 years of experience in the climate comfort sector, we have a clear goal: growth through innovation. Our team is laser-focused on the conception, development, and production of innovative heating, ventilation, and air conditioning solutions. This mission has developed through bringing together technical skills, creativity, technology, design, Italian passion, and a global vision to achieve the best energy efficiency and performance.

innova.co | **USA:** 216-710-1000 **Canada:** 416-739-1000

MADE IN ITALY

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AIO® Wall Mounted & Wall Mounted Pro (Gen 2 and 3)
User Guide