AIO® NextGen PTHP

User Guide



innova

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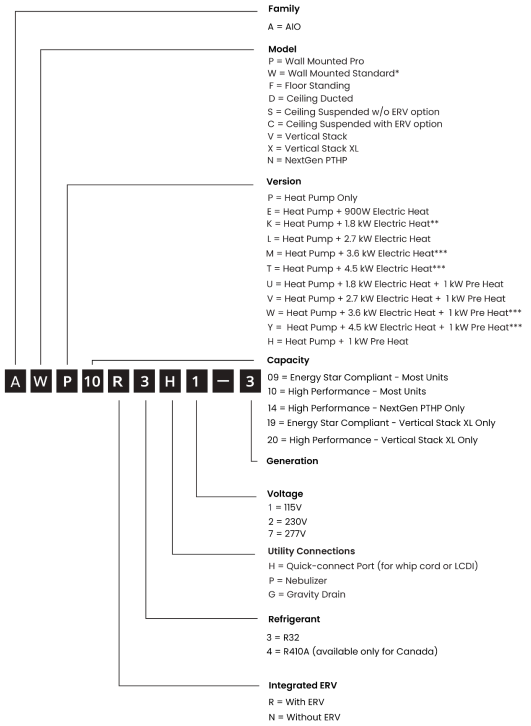
Benefits described herein apply only to the extent that the product is installed correctly in the correct application and used for its intended purpose.

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MODEL NUMBER NOMENCLATURE

The code identifies the family, model, version, size, voltage, accessories, refrigerant type, and ERV option. See the diagram below for details.

Figure 1. AIO® nomenclature



* 8" Vents : Just generation (e.g. = 3)

6" Vents : Generation + SP (e.g. = 3SP)

** Field convertible to 900W

*** AIO® Vertical Stack XL **Only**

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1. READING THIS DOCUMENT

Some language and symbols in this document have specific meanings.

1.1 Document-specific language

Reference to the product
Any reference to "the unit" refers to the AIO® NextGen PTHP (packaged terminal heat pump) unit.

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

Role definitions
This guide is primarily intended for end users. The roles of installers 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 NextGen PTHP Installation Guide and in accordance with all local and national codes.
- **Service technician:** an INNOVA-trained and qualified HVAC technician authorized to perform servicing in accordance with OSHA safety requirements, industry best practices, and all applicable national and local codes.
- **Trained HVAC technicians:** a group term for both installation and service technicians.

1.2 Warnings and icons

Warnings and annotation icons 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 fire pictogram indicates a risk of fire or explosion.
	The lightning-bolt pictogram indicates a warning related to electrical hazards.
	The three vertical 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 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.



Indicates a prohibition or instruction to prevent common mistakes.

2. SAFETY GUIDELINES - READ BEFORE OPERATING

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

Read the entire user guide before operating the unit. Pay careful attention to all safety notices and warnings.

It is the user's responsibility to operate the unit safely and correctly. Configuration and operation procedures must be performed in conformance with all guidelines in this user guide.

The precautions listed in this user guide are intended to supplement accepted safe practices. In case of a direct conflict between accepted safety practices and this guide, the more stringent precaution takes precedence.

Failure to follow the instructions in this guide can result in property damage, serious injury, or death.

2.1 Fire/explosion hazards

⚠ DANGER

- Do not modify or tamper with the unit. Doing so can create hazardous conditions for you and the equipment. The manufacturer is not responsible for any damage that results from tampering or unauthorized modifications.
- Do not smoke or use an open flame near the unit.
- Do not leave gasoline, benzene, thinner, or any other flammable or volatile substances near the unit.

⚠ WARNING

- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- Keep ventilation openings (air outlets and inlets) clear of obstruction. Obstruction can cause malfunction or overheating.

⚠ CAUTION

- Servicing shall be performed only as recommended by the manufacturer.
- Do not use the circuit breaker or disconnect switch to start or stop the HVAC unit during normal operation, as this may result in electrical arcing and pose a fire hazard. Always use the unit's control panel or remote control to operate the unit.
- Do not use insecticides, flammable sprays, air fresheners, or antibacterial agents on or near the unit, as this may cause fire or damage to the equipment.

2.2 Refrigerant hazards

⚠ DANGER

- Only trained HVAC technicians are authorized to handle refrigerants.
- The unit uses flammable refrigerant (R32). If the unit does not cool or heat, it can be an indication of a refrigerant leak. If a leak is suspected, do not touch the unit. Ventilate the area and immediately consult the building manager, a service technician, or the unit manufacturer. Direct contact with refrigerant can cause frostbite due to extremely low temperatures.
- Flammable refrigerant used. Do not puncture refrigerant tubing.
- 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.

⚠ WARNING

- The appliance 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 pierce or burn. Be aware that refrigerants may not contain an odor.

2.3 Hot surface hazard

⚠ DANGER

- Only trained HVAC technicians are permitted to access internal components while the system is hot.
- 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

⚠ CAUTION

- Ensure electrical panels are closed and secured before energizing equipment.
- Ensure that the plug is clean and securely inserted - dirt may cause fire or electric shock.
- Ensure proper grounding - improper grounding may cause electric shock.
- If the unit is out of service for an extended period, disconnect power at the circuit breaker and disconnect the switch or power plug to ensure safety and prevent unintended operation.

⚠ DANGER

- Disconnect all electric power, including remote disconnects, before installation, maintenance, or servicing. Verify that power to the entire system is off, including any peripherals, third-party devices, power backup systems, and any device operating in the unit's network.

⚠ WARNING

- Do not use an extension cord or an adapter plug, or connect multiple devices to a single outlet, as this may cause 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 it 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 or plug is damaged, it must be replaced by the manufacturer or a service technician.
- Do not place objects or liquids on top of the unit. Doing so may cause a short circuit, damage the unit, or create a risk of electric shock.
- Do not operate switches or control surfaces with wet hands. Do not touch switches or control wet surfaces.

⚠WARNING

- If water leaks from the unit, immediately switch it off, disconnect the power supply, and contact a trained HVAC technician.
- In the event of a blackout or thunderstorm, turn the unit off and unplug it or shut off the breaker immediately.

2.5 Maintenance hazards

⚠WARNING

- Repairs or maintenance must only be carried out by a trained HVAC technician.
- Do not remove panels from the unit. Only trained HVAC technicians are authorized to service the unit with the panels removed.
- When replacing components, use only spare parts authorized by the manufacturer.
- Turn off and unplug the unit, or turn the breaker off before cleaning or servicing.

⚠CAUTION

- Clean the return air filter regularly as instructed in this guide.
- Do not open any grille while the unit is in operation.
- Do not clean the unit with any liquids - risk of electric shock.
- Disposal: Recycle materials (electrical/electronic equipment and batteries) where recycling facilities exist, in accordance with the local regulations.

⚠CAUTION

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

2.6 Remote control hazards

⚠CAUTION

- Remove the batteries from the remote control if it has been unused for an extended period.
- Replace all remote control batteries at once with the same type of battery.
- Do not mix old and new batteries - it may cause overheating or leakage.
- Never put batteries in your mouth or ingest them - risk of choking or poisoning.
- If battery fluid comes into contact with skin or eyes, wash the affected area immediately and seek medical attention.

⚠CAUTION

- Dispose of batteries safely; there is a risk of fire if they are not properly discarded.

2.7 User operation hazards

⚠DANGER

- Do not allow children under 8 years to operate the unit without adult supervision.
- Always monitor child activity near the unit. Activate the Key Lock function to prevent any tampering and use by children.
- Do not insert fingers or objects into air inlets and outlets, as this can increase the risk of injury from fan blades or cause severe damage to the unit.

⚠WARNING

- 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.

⚠CAUTION

- Avoid pressing control panel surfaces with tools or sharp objects. Use only your fingers to prevent damage.
- Do not lean, sit, stand, or place heavy objects on the unit.

⚠CAUTION

- Do not touch the air outlets - these are fixed and cannot be moved or redirected. Attempting to move them forcibly may result in injury or damage to the unit.
- Avoid prolonged exposure of people, animals, or plants to direct airflow from the unit, whether heated or cooled, as it may cause adverse health effects.
- Do not use the unit for unintended purposes such as storing food, housing animals, growing plants, preserving artwork, or any other non-designated application. Misuse of the equipment may result in system damage, health risks, or safety hazards.
- In the event of abnormal conditions (such as a strange or burning smell, unusual noise, or smoke), turn off the unit and disconnect it from the power source immediately.
- Do not operate the unit in an enclosed space without adequate ventilation, as this may lead to oxygen depletion and pose a safety risk.
- Do not drink water drained from the unit.

2.8 Wi-Fi interface hazards

⚠CAUTION

- Do not use Wi-Fi interfaces in close proximity to critical medical devices such as pacemakers or implantable cardioverter-defibrillators (ICDs), as wireless signals may interfere with their function and pose a safety risk.
- Do not use Wi-Fi interfaces near other wireless devices, microwaves, wireless phones, or fax machines.
- Do not install the unit or its components near automated systems such as smoke detectors or automatic doors, as airflow or electromagnetic interference may cause improper operation or system malfunctions.
- Do not touch Wi-Fi interfaces with wet hands, and avoid exposing them to water or moisture. Doing so may result in electric shock, equipment damage, or a fire hazard.
- Do not use unstable surfaces such as stools or chairs when installing or configuring the Wi-Fi interface. Always follow OSHA fall protection standards.
- An end user must accept the Wi-Fi service terms & conditions before using it.

3. MODEL IDENTIFICATION

You may need the model number and serial number when contacting support, registering the product, or ordering parts.

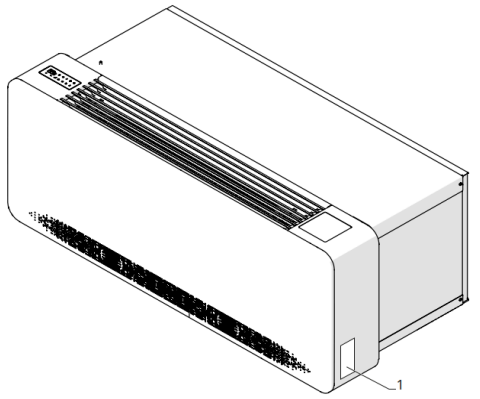
Model Number	
Serial Number	
Installing Contractor Name	
Installing Contractor Contacts	
Date of Installation	

3.1 Unit serial number

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

The unit's model and serial number are printed on the nameplate, as shown in Figure 2 below.

Figure 2. Unit nameplate location



1	Nameplate

4. ONBOARD TOUCH CONTROLLER OPERATION

4.1 User interface

4.1.1 Description

The touch controller is supplied preinstalled on the unit and requires no additional wiring. It enables you to:

- View the operating status.
- View any alarms.
- Select various modes and temperature setpoints.

Most touch commands require pressing and holding for about five seconds, unless otherwise specified.

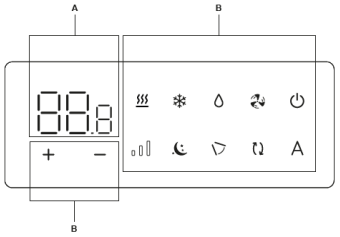
⚠CAUTION

- Protect control panel surfaces from being pressed with tools or sharp objects; use fingers only to prevent damage.
- Do not touch the control panel with wet hands and avoid exposing the unit to water or moisture. Doing so may result in electric shock, equipment damage, or a fire hazard.

4.1.2 Touch controller

Keys and related functions:

Figure 3. Controller display



A	Display area		Ventilation mode
B	Key area		Power on/off
	Temperature set point		Fan speed
	Increase		Night mode
	Decrease		ERV activation mode (if provided)
	Heating mode		Not used
	Cooling mode		Fan auto mode
	Dehumidification mode		

4.2 Main operating modes

4.2.1 Powering on

To power on the unit:

1. Ensure that the unit is connected to the electrical power supply.
2. Press and hold Power On/Off (‘ ’) for about five seconds.

The unit powers on, and the temperature setpoint appears on the three-digit display.

The display brightness automatically dims after 30 seconds of inactivity.

4.2.2 Activating Heating mode

To activate Heating mode: Press and hold Heating Mode (‘ ’) for about five seconds until the Heating icon (‘ ’) lights up. When the heating setpoint is higher than the current room temperature, the unit will heat the space.

In Heating mode:

- The unit periodically defrosts the outdoor heat exchanger coils and pauses the warm air supply for 3–10 minutes.
- The fan will only operate when the unit is actively heating.

4.2.3 Activating Cooling mode

To activate Cooling mode: Press and hold Cooling mode (‘ ’) for about five seconds until the Cooling icon (‘ ’) lights up.

When the cooling setpoint is below the current room temperature, the unit cools and dehumidifies the room.

In Cooling mode:

The fan will continue to operate even once the set temperature has been reached.

4.2.4 Activating Fan Auto mode

To activate Fan Auto mode: Press and hold the Fan Auto mode key (‘ ’) for about five seconds until it lights up. The unit enters that operating mode and adjusts the fan speed as needed to maintain the set temperature and comfort.

4.2.5 Setting the room temperature

To set the room temperature: Press Increase (' + ') or Decrease (' − ') until you reach the desired temperature setpoint (' 88 '). The temperature can be set between 61°F (16.1°C) and 88°F (31.1°C), in 1°F (0.6°C) increments.

Avoid setting the temperature excessively low or high, as this may affect comfort and increase energy consumption.

4.2.6 Setting the fan speed

To set the fan speed: Press fan speed (' ') repeatedly to cycle through the available settings. The following table shows which icons light up for each speed setting:

	Low fan speed
	Medium fan speed
	High fan speed

Fan speed selection is not available in Dehumidification or Night modes.

⚠CAUTION

Avoid prolonged exposure of people, animals, or plants to direct airflow from the unit, whether heated or cooled, as it may cause adverse health effects.

4.2.7 Activating Dehumidification mode

To activate Dehumidification mode: Press and hold Dehumidification mode (' ') for about five seconds until the Dehumidification icon (' ') lights up.

In Dehumidification mode:

- The unit dehumidifies the environment.
- The fan speed settings are ignored, and the unit operates at minimum speed only.

4.2.8 Activating Ventilation mode

To activate Ventilation mode: Press and hold Ventilation mode (' ') for about five seconds until the Ventilation icon (' ') lights up.

In Ventilation mode:

- The compressor is disabled.
- The unit does not control temperature or humidity, and only the fan speed can be adjusted.

4.2.9 Activating Night mode

To activate Night mode: Press and hold Night mode (' ') for about five seconds until the Night mode icon (' ') lights up.

To exit Night mode: Press and hold Night mode (' ') for about five seconds until the Night mode icon (' ') turns off.

In Night mode:

- The unit minimizes noise, saves energy, and maintains nighttime comfort.
- The fan speed is automatically set to the minimum level.
- The set temperature changes gradually:
  - **If the unit is in Heating mode: it** decreases by 2°F (1.1°C) after one hour, then another 2°F (1.1°C) after two hours.
  - **If the unit is in Cooling mode:** it increases by 2°F (1.1°C) after one hour, then by another 2°F (1.1°C) after

two hours.

After two hours, no further adjustments are made. After six hours, the unit automatically switches off.

- Night mode does not function when the unit is on the following modes:
  - Dehumidification
  - Ventilation
  - Automatic

4.2.10 Activating the ERV module

To activate the ERV module: Press and hold ERV activation mode (“ ”) for about five seconds until the ERV icon (“ ”) lights up.

To deactivate the ERV module: Press and hold ERV activation mode (“ ”) for about five seconds until the ERV icon (“ ’) turns off, indicating that the ERV is inactive.

When the ERV is activated:

Fresh outdoor air is introduced into the room and stale indoor air is exhausted through the ERV core. This process improves air quality and maintains energy efficiency.

4.2.11 Activating the Key Lock

To activate the Key Lock: Press and hold Increase (‘ ’) and Decrease (‘ ’) together for about five seconds until the ‘ ’ symbol appears.

To deactivate the Key Lock: Press and hold Increase (‘ ’) and Decrease (‘ ’) together for about five seconds until the ‘ ’ symbol disappears.

When the Key Lock is activated:

All settings are disabled for the user. Pressing any key on the display will display the ‘ ’ (‘buttons locked’) symbol.

4.2.12 Powering off

To power off the unit: Press and hold Power On/Off (‘ ’) for about five seconds until the unit powers off.

The Power On/Off (‘ ’) key is for short-term operation only. For extended inactivity (one month or more), after powering off the unit, disconnect it from the grounded three-prong outlet or switch it off at the main breaker.

The control system has a memory feature that saves settings even if the power is off or during a power outage.

4.3 Using the basic menu

To activate and navigate the basic menu, follow the steps below:

1. **To access the basic menu:** Press and hold Power On/Off (‘ ’) for about 10 seconds until the ‘ ’ symbol appears.
2. **To navigate within the menu or change values:** Press Increase (‘ ’) and Decrease (‘ ’) as needed.
3. **To select menu items and confirm changes:** Press Power On/Off (‘ ’) to open the menu. Changes are confirmed when the ‘ ’ symbol appears.
4. **To exit a menu item without saving:** Press the Fan Auto mode (‘ ’) key.
5. **To exit the basic menu:**
   5.1. Press the Fan Auto mode (‘ ’) key once. The ‘ ’ symbol appears.
   5.2. Press the Fan Auto mode (‘ ’) key again. The display exits the basic menu.

After 30 seconds from the last action, the display switches off.

4.3.1 Basic menu items

- **CF**: Temperature unit
- **Ub**: Key tone volume
- **oH**: Temperature offset in Heating mode
- **oC**: Temperature offset in Cooling mode
- **Ht**: Electric heating configuration
- **ur**: Wi-Fi reset
- **uP**: Wi-Fi pairing
- **ho**: Hotel mode

4.3.2 Display units

By default, the (temperature) Display Unit is °F.

To switch the display unit: Press 'CF' and choose °C or °F.

4.3.3 Key tone volume

To change the key tone volume: Press 'Ub'.

The volume changes once the modification is confirmed.

> The volume range is from 00 (minimum) to 03 (maximum).

4.3.4 Temperature offset in Heating mode

To set the Temperature Offset in Heating mode: Press 'oH'.

> The temperature offset setting range in Heating mode is from -9°F (-5°C) (minimum) to 9°F (5°C) (maximum).

4.3.5 Temperature offset in Cooling mode

To set the Temperature Offset in Cooling mode: Press 'oC'.

> The temperature offset setting range in Cooling mode is from -9°F (-5°C) (minimum) to 9°F (5°C) (maximum).

4.3.6 Heating element type configuration

> This setting appears in the basic menu only for models equipped with an electric heating element.

To configure the heating element type:

1. Access the basic menu (see Section 4.3 for instructions).
2. Press 'HE'.
3. Press Increase ('+') or Decrease ('=') to select one of the following options:
   - NO – disables the electric heating element.
   - r1 – configures the heating element to 0.9 kW.
   - r2 – configures the heating element to 1.8 kW.

The factory default setting is r2 (1.8 kW).

5. CLEANING THE UNIT

⚠WARNING

- The unit contains pressurized refrigerant lines and heat exchanger coils. Accidental puncture, rupture, or mechanical damage may result in the release of refrigerant, which can cause frostbite, displace oxygen in confined spaces, or create a fire or explosion hazard.
- Keep flammable materials away from hot surfaces at all times.

⚠CAUTION

- 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 any device operating in the unit network.
- Do not remove panels from the unit. Only trained HVAC technicians are authorized to service the unit with the panels removed.
- Allow sufficient time for surfaces to cool before handling or servicing. Contact with hot parts can cause burns or damage to equipment.
- Use appropriate PPE (gloves, protective clothing) when touching or working near hot components.
- Edges inside the unit may be sharp - wear hand protection when handling sheet-metal parts to prevent cuts.
- After maintenance, reinstall all panels, grilles, and filters before operating the unit. Operating the unit with parts removed can cause injury or

⚠CAUTION

equipment damage.

Periodic cleaning is crucial to maintain the unit's efficiency, safety, and reliability over time.

5.1 Routine cleaning

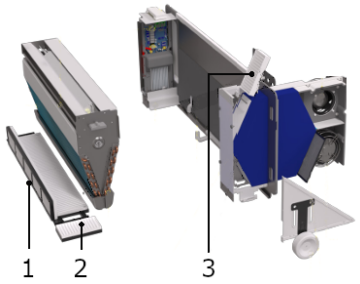
A proper cleaning plan must include the following operations:

- Filters must be cleaned at least once a month. If the filters appear to be clogged sooner, additional cleaning is required.
- Other unit cleaning operations should be conducted once every six months.

5.1.1 Filter cleaning

Clean the filters at least once a month during continuous operation, or more often if the air is dusty. Always clean them before restarting the unit after an extended shutdown (not routine overnight use).

Figure 4. All air filters



1	Return air filter
2	Stale air filter
3	Fresh air filter

- The return air filter and stale air exhaust filter are located at the bottom of the unit.
- The fresh air intake filter is located at the top of the unit.

⚠CAUTION

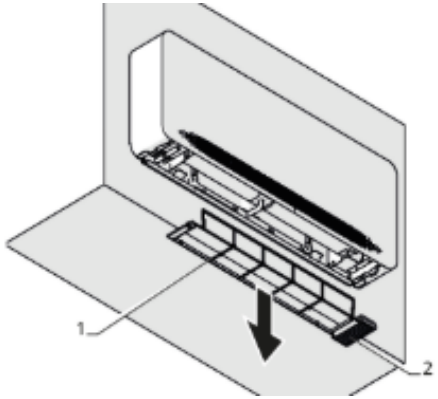
Edges inside the unit may be sharp - wear hand protection when handling sheet-metal parts to prevent cuts.

⚠CAUTION

Wait for the components to cool down before servicing to avoid burns.

Removing and reinstalling the bottom air filters

Figure 5. Bottom air filters



1	Return air filter
2	Stale air filter

To remove the return and stale air filters:

1. Unclip the filters from their mounting position.
2. Pull the filters downward to remove.

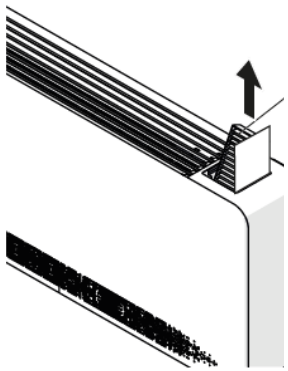
To reinstall the return and stale air filters:

1. Insert the return air filter from underneath the unit. Curve it upward and clip it into place.
2. Insert the stale air filter into its mounting position and clip it into place.

Do not operate the unit without the filters attached. Verify that all filters are installed correctly before energizing the unit.

Removing and reinstalling the fresh air filter

Figure 6. Fresh air filter



To remove the fresh air filter:

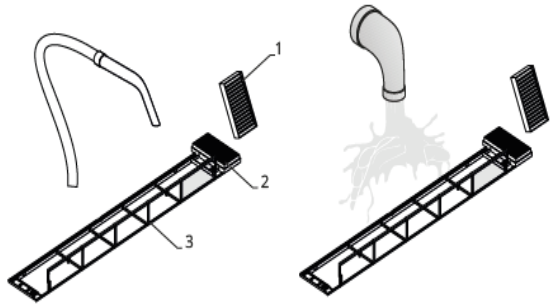
1. Press the panel on the top right side of the unit to open.
2. Pull the filter upward.

To reinstall the fresh air filter:

1. Place the filter back into the unit.
2. Press the panel on the top right side of the unit to close.

Cleaning the filters

Figure 7. Filters and cleaning procedure



1	Return air filter
2	Stale air filter
3	Fresh air filter

To clean the filters:

1. Remove the dust from the filters using a vacuum cleaner.
2. Wash the filters under running water.
3. Allow the filters to completely dry before reinstalling.

5.1.2 External cleaning

Clean the outer surfaces of the unit with a soft cloth dampened with water.

- The coils must be cleaned regularly by a qualified service technician.
- Disconnect the unit from the electrical supply before any cleaning or maintenance.
- To avoid damaging the painted surfaces of the unit while cleaning, do not use abrasive sponges or aggressive/corrosive detergents.

6. TROUBLESHOOTING

6.1 Error codes table

If the unit displays an error code, record the code and report it to a qualified service technician. Providing the code helps expedite diagnosis and repair.

Code	Alarm description	Remedy
Er01	Room temperature sensor error (RT).	If the alarm does not reset automatically, turn the power off and on again. If the alarm still does not reset, contact a service technician.
Er02	Indoor heat exchanger temperature sensor error (IPT).	If the alarm does not reset automatically, turn the power off and on again. If the alarm still does not reset, contact a service technician.
Er03	Outdoor air temperature sensor error (OT).	If the alarm does not reset automatically, turn the power off and on again. If the error code returns, contact a service technician.
Er04	Outdoor heat exchanger temperature sensor error (OPT).	If the alarm does not reset automatically, turn the power off and on again. If the error code returns, contact a service technician.
Er05	Indoor fan malfunction.	Disconnect and reconnect the power to the unit. If the error code returns, contact a service technician.
Er06	Outdoor fan malfunction.	Disconnect and reconnect the power to the unit. If the error code returns, contact a service technician.
Er07	Driver communication error.	Disconnect and reconnect the power to the unit. If the error code returns, contact a service technician.
Er08	Compressor discharge sensor error (TD).	If the alarm does not reset automatically, turn the power off and on again. If the alarm still does not reset, contact

Code	Alarm description	Remedy
		a service technician.
Er09	Wall control communication error.	Check that the wall controller is switched on and enabled in the unit settings. If the error remains, contact a service technician.
Er10	Condensate tray float switch activated (ALARM).	Condensate drainage is not working properly. Contact a service technician.
CP	Presence contact open.	Close open doors and windows. If the code remains, contact a service technician.
Er12	Driver error – compressor fault.	Disconnect and reconnect the power to the unit. If the error code returns, contact a service technician.
CE	Communication error between the main PCB and the display.	The display is unusable. Contact a service technician.
Er16	4-way valve error or refrigerant charge issue.	Disconnect and reconnect the power to the unit. If the error code returns, contact a service technician.
Er17	Driver parameter error or compressor incompatibility.	Disconnect and reconnect the power to the unit. If the error code returns, contact a service technician.
Er19	Safety temp sensor error (LEVEL).	If the alarm does not reset automatically, turn the power off and on again. If the error code returns, contact a service technician.
Er20	2nd outdoor exchanger sensor error (GT).	If the alarm does not reset automatically, turn the power off and on again. If the error code returns, contact a service technician.
Er22	Wrong power supply.	Disconnect and reconnect the power to the unit. If the error code returns, contact a service technician.
Er23	UV lamp kit error.	Disconnect and reconnect the power to the unit. If the error code returns, contact a service technician.
Er24	ERV kit error.	Disconnect and reconnect the power to the unit. If the error code returns, contact a service technician.
BL	Key lock active.	Unlock by pressing and holding ' + ' and ' — ' together for about three seconds.

6.2 Troubleshooting table

If the unit malfunctions, check the following table. If the problem persists, contact a service technician.

Problem	Possible cause	Solution
The unit does not turn on.	No power supply.	Check if power is available (for example, by plugging in and turning on a lamp).
		Check if the unit's dedicated circuit breaker has tripped. If it has, reset it. If the circuit breaker trips again, call a licensed and qualified HVAC service technician or electrician immediately, and do not attempt to operate the unit by yourself.
The unit does not heat or cool adequately.	The set temperature is too high or too low.	Check and adjust the temperature setting.
	The return air filter is clogged.	Check and clean the return air filter.
	Airflow blocked.	Remove obstacles at inlets or outlets (both indoor and outdoor).
	The thermal load has increased (for example, doors or windows are open, additional heat sources are operating within the same space).	Reduce the thermal load by using blinds or curtains, keeping all openings to the room closed, and turning off or relocating heat-generating devices (such as ovens, irons, or other appliances) while cooling.

6.3 Typical operating behavior

The following conditions are part of normal operation and do not indicate a fault:

- The compressor restarts three minutes after stopping. This delay prevents excessive cycling and protects the compressor.
- In Heating mode, warm air may take several minutes to appear after startup. This delay allows

the unit to reach the set temperature before supplying warm air to the room.

6.4 Maximum condensate level alarm

The OF code indicates that the condensate tray is full. The following conditions explain when the alarm may appear and how to respond:

- In Heating mode, condensate drains through the drainpipe. If the OF alarm occurs, check the drainpipe for kinks or blockages.
- In Cooling or Dehumidifying mode, high temperature and humidity may cause excess condensate that the system cannot disperse automatically. When this occurs, the OF alarm appears on the display.

If the drainpipe is clear and the alarm persists, manually drain the condensate from the drainpan.

To manually drain the condensate:

1. Place a container under the condensate drainpipe.
2. Open the drain plug and release the water.

If the "OF" alarm remains after draining the condensate, contact a service technician.

7. FCC COMPLIANCE STATEMENT

This equipment complies with the Federal Communications Commission (FCC) radiation exposure limits for a Class B digital unit, designed to provide reasonable protection against harmful interference in residential installations.

In case of interference, increase the distance between the wave-emitting object and the unit (if possible) to a minimum of two feet (0.61 m), or contact a service technician.

8. GLOSSARY

Term	Definition
Auto changeover	Automatic switching between Heating and Cooling modes to maintain the set temperature.
BL	Key lock active. Unlock by pressing ' + ' and ' — ' together for about three seconds.
Dehumidification mode	Mode in which the unit dehumidifies at minimum fan speed; temperature control is limited.
Dry contact	External control input: when open, it prevents unit operation and triggers the CP alarm.
ERV (Energy Recovery Ventilator)	A ventilation system that exchanges stale indoor air with fresh outdoor air while transferring heat and moisture between the two airstreams. This process improves indoor air quality and reduces the energy required to heat or cool the incoming air.
Fan auto mode	Automatically adjusts fan speed to maintain set temperature and comfort.
Hotel mode	Controller configuration item available in the Basic Menu (in Advanced Settings).
Key lock	Locks the touch controls; unlock by holding ' + ' and ' — ' for about five seconds.
Night mode	Low-noise, energy-saving mode with gradual setpoint adjustments and auto-off after about six hours.
OF alarm	Indication that condensate has reached maximum level; drain line may be obstructed or extreme conditions present.
R32	Refrigerant type (difluoromethane) with lower global warming potential than R410A.
Touch controller	Onboard touchpad interface used to operate modes, setpoints, and settings.
Tuya Smart Life	Optional Wi-Fi app integration for remote control and timers via Android/iOS.
Wi-Fi pairing	Controller menu option to pair the unit's optional Wi-Fi module with the app.

9. WARRANTY

9.1 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.

9.2 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.

9.3 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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