

Thin-Air DUAL ZONE 20,500 BTU (11K+9.5K) 19 SEER2 230V Concealed Mini-Split Heat Pump System

Model ZDIY-CD-11I + ZDIY-CD-9I + ZDIY-CD-27O | Type Concealed Ducted, 2-zone | Manufacturer Zone Air (BNZ Distributing LLC) | Product page <https://zone-air.com/products/dual-zone-20k-concealed-ducted-system/>

\$4,039.99 ~~\$5,499.99~~ SAVE \$1,460

CONNECTED CAPACITY 20,500 BTU	ZONES 2	COVERAGE 1,025 sq ft	EFFICIENCY 19 SEER2	VOLTAGE 208-230V	REFRIGERANT R-454B	HEATS DOWN TO -13°F
----------------------------------	------------	-------------------------	------------------------	---------------------	-----------------------	------------------------

The Thin-Air DUAL ZONE 20,500 BTU (11K+9.5K) 19 SEER2 230V Concealed Mini-Split Heat Pump System is a 2-zone concealed ducted DIY ductless mini-split heat pump sold direct by Zone Air (BNZ Distributing LLC) at \$4,039.99, down from \$5,499.99. It delivers 20,500 BTU and is rated for spaces up to 1,025 sq ft (550+475, 2 zones), at 19 SEER2 on 208-230V. It ships pre-charged with R-454B refrigerant and uses quick-connect fittings, so installation requires no vacuum pump, no refrigerant handling, and no EPA Section 608 certification — a homeowner can install it and the factory warranty still applies. Heating operates from -13°F to 122°F. All Zone Air 2-zone systems share one 27,000 BTU/h outdoor condenser; the 20,500 BTU figure is connected indoor capacity, not outdoor unit capacity. Pre-charged quick-connect linesets are ordered separately in 16–50 ft lengths.

SPECIFICATIONS

Connected Indoor Capacity	20,500 BTU/h (11,000 + 9,500)
Per Zone Capacity	11,000 / 9,500 BTU/h
Outdoor Unit Rated Cooling Capacity	27,000 BTU/h (4,500-31,000 range)
Outdoor Unit Rated Heating Capacity	28,000 BTU/h (4,500-33,000 range)
Number of Zones	2
Indoor Units	1× 11K + 1× 9.5K concealed slim-duct units
SEER2 Rating	19
Voltage	208-230V / 60Hz
Breaker Needed	30A (double-pole)
Operating Temperature	-13°F to 122°F
Sound Level (per unit)	35–42 dB
External Static Pressure	0.1-0.4" WG
Maximum Duct Length	15 ft per supply
HSPF Rating	10
Refrigerant Type	R454B (pre-charged)
Linesets	Sold separately - 16 to 50 ft per zone
Condensate Pumps	Integrated in each unit

DIY INSTALLATION REQUIREMENTS

Refrigerant	R454B (pre-charged)
Lineset connection	Quick-connect fittings — no flaring, no brazing
Vacuum pump required	No
EPA 608 certification required	No
Installed by homeowner	Yes — DIY installation does not void the warranty
Lineset	Sold separately (16–50 ft per zone)
Electrical circuit	30A (double-pole)

WARRANTY & RETURNS

Parts	5 years
Compressor	7 years
Remote	1 year
DIY install voids warranty	No
Registration deadline	None required
Coverage area	United States & Canada
Returns	30 days, uninstalled, RMA
Restocking fee	25% + return freight
Shipping	Free, 48 contiguous states

ENERGY STAR · NEEP

COMMON QUESTIONS

Does installing it yourself void the warranty?

No. Zone Air’s limited warranty — 5 years parts, 7 years compressor, 1 year remote — is not conditional on professional installation and is not gated on registering within any number of days. It covers the original purchaser with proof of purchase in the US and Canada, and is void only if the system is relocated.

Do I need a vacuum pump or EPA certification?

No. The system ships pre-charged with R-454B refrigerant and connects with quick-connect fittings, so no refrigerant is handled during installation. No vacuum pump, micron gauge, or EPA Section 608 certification is required.

What outdoor unit does the 2-zone system use?

A single 27,000 BTU/h Zone Air multi-zone condenser (4,500–31,000 BTU/h cooling range). It accepts up to 36,000 BTU/h of connected indoor capacity, which is why the 20,500 BTU in the product name — the indoor heads added together — can exceed the outdoor rating. Each zone is controlled independently.