

## Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

[manuals.plus](#) /

› [Bestherm](#) /

› [BESTHERM NESSA CONNECT 2000W Ceramic Dry Inertia Electric Radiator User Manual](#)

## Bestherm NESSA CONNECT 2000W

# BESTHERM NESSA CONNECT 2000W Ceramic Dry Inertia Electric Radiator User Manual

Model: NESSA CONNECT 2000W

[Introduction](#)   [Safety Instructions](#)   [Product Overview](#)   [Installation](#)   [Operation](#)   [Specifications](#)  
[Troubleshooting](#)   [Warranty & Support](#)

## 1. INTRODUCTION

---

Thank you for choosing the BESTHERM NESSA CONNECT 2000W Ceramic Dry Inertia Electric Radiator. This manual provides essential information for the safe and efficient operation of your new heating appliance. Please read it thoroughly before installation and use, and keep it for future reference.



Image: The BESTHERM NESSA CONNECT 2000W Ceramic Dry Inertia Electric Radiator, highlighting its 2-year warranty, NF certification, and Wi-Fi connectivity.

## 2. SAFETY INSTRUCTIONS

---

Your safety and the safety of others are paramount. Please observe the following precautions:

- Read all instructions before using this appliance.
- Do not cover the radiator. Overheating can occur.
- Keep flammable materials away from the radiator.
- Do not insert objects into any openings.
- Ensure the power supply matches the rating on the appliance label.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not use this heater in the immediate vicinity of a bath, a shower or a swimming pool.
- The appliance must be installed so that switches and other controls cannot be touched by a person in the bath or shower.
- This appliance is for indoor use only.

### 3. PRODUCT OVERVIEW

---

The BESTHERM NESSA CONNECT 2000W is a ceramic dry inertia electric radiator designed for efficient and comfortable heating. Key features include:

- **Gentle and Lasting Heat:** Ceramic heating core with dry inertia technology for homogeneous heat distribution, rapid temperature rise, and sustained heat even after shutdown.
- **Wi-Fi Connected Radiator:** Remote control via Tuya / Smart Life applications, compatible with Alexa & Google Assistant for smart comfort.
- **Simple and Comprehensive Programming:** 3 pre-recorded weekly programs + 1 customizable, 6 modes via Pilot Wire (Comfort, -1°C, -2°C, Eco, Frost Protection, Off) and intuitive LCD thermostat.
- **Secure and Certified:** Open window detector, child safety lock, overheat protection, NF / CE / IP24 standards.

#### Product Dimensions and Weight



Image: Visual representation of the radiator's dimensions (100 cm length, 45.5 cm height, 12.5 cm depth) and weight (11.3 kg), indicating suitability for heating surfaces of 15 to 20 m<sup>2</sup>.

#### Ceramic Heating Core



Image: Close-up of the ceramic heating core, emphasizing its rapid temperature rise, homogeneous heat, and eco-efficient performance.

## 4. INSTALLATION

---

This radiator is designed for wall mounting. Ensure you have the necessary tools and follow local electrical codes. Professional installation is recommended if you are unsure.

### Electrical Connection (Monophase)



Image: Wiring diagram for monophase connection. Always connect the Neutral (Blue wire) and Phase (Brown or Red wire). The Black wire is for central thermostat control only and should *not* be connected to ground.

- This appliance connects in monophase.
- Always connect the Neutral (Blue wire) and the Phase (Brown or Red wire).
- Connect the Black wire *only* for control via a central thermostat.
- Do not connect the Black wire to ground!

### Installation & Programming Videos



Image: QR code to access installation and programming videos. Scan this QR code to discover our programming and installation videos. All our thermostats are programmable and customizable.

For detailed visual guides on installation and programming, please scan the QR code above or visit our official YouTube channel: [BESTHERM YouTube Channel](#).

## 5. OPERATION

---

This section details how to operate your BESTHERM NESSA CONNECT radiator using its integrated thermostat.

### Thermostat Overview

Your browser does not support the video tag.

Video: A tutorial demonstrating the programming of the BESTHERM NESSA CONNECT thermostat. This video covers button functions, screen indicators, time setting, mode selection, manual programming, child lock, open window detection, and power outage behavior.

### Thermostat Buttons:

- **Up/Down Arrows:** Modulate time, days of the week, and temperature. Select Comfort mode or Eco mode.
- **Power Button:** Turns the radiator on or off.
- **Window Detection Button:** Activates or deactivates automatic aeration detection.
- **'M' Button:** Selects different operating modes (Comfort, Eco, Frost Protection, Program 1, Program 2, Program 3, Pilot Wire).
- **Programmer Button:** Allows personalization of thermostat programs.

### LCD Screen Indicators:

- **Days of the Week (1-7):** Indicates the current day.
- **Temperature (°C):** Displays the thermostat's temperature in Celsius.
- **Time:** Shows the current time of day.
- **Hourly Segments (0-24h):** Represents the 24 hours of a day for personalized programming.
- **Frost Protection Mode (Snowflake icon):** Maintains the appliance at approximately 7°C.
- **Standby Mode (Power icon):** Visible when the appliance is powered on but not actively heating.
- **Comfort Mode (Sun icon):** Allows setting the desired temperature.
- **ECO Mode (Moon icon):** Maintains the appliance at a temperature 3.5°C lower than Comfort mode.
- **Child Lock (Key icon):** Activates or deactivates the child safety feature.
- **Open Window Detection (Window icon):** Indicates active open window detection.
- **Heating Indicator (Wavy lines):** Appears when the appliance is actively heating.

## Setting the Time and Day

1. When first powering on, the display will show "12:00". Use the Up/Down arrows to set the hour. Press and hold for faster adjustment.
2. Press the Up/Down arrows again to set the minutes. Press and hold for faster adjustment.
3. Press the Up/Down arrows again to select the current day of the week (1 for Monday, 7 for Sunday).
4. To adjust the time/day when the radiator is already on, press the Up and Down arrow buttons simultaneously. Then follow steps 1-3.

## Selecting Operating Modes

Press the **'M'** button to cycle through the available modes:

- **Comfort Mode:** Set your desired temperature using the Up/Down arrows.
- **ECO Mode:** Automatically sets the temperature 3.5°C below Comfort mode.
- **Frost Protection Mode:** Maintains a minimum temperature of approximately 7°C to prevent freezing.
- **Program 1 (P1):** Pre-set program for the entire week (Comfort from 08:00 to 01:00, Eco from 01:00 to 08:00).
- **Program 2 (P2):** Pre-set program differentiating weekdays and weekends.
- **Program 3 (P3):** Another pre-set program with different weekday/weekend settings.
- **Pilot Wire Mode (P):** For advanced control via a central pilot wire system (not covered in this manual).

## Manual Programming

1. Press the **Programmer** button (three horizontal lines icon).
2. Use the Up/Down arrows to select the day you wish to program.
3. Once the day is selected, press the Programmer button again.
4. The hourly segments at the bottom of the LCD screen will become active. Use the Up arrow to move to the next hourly segment.
5. Use the Down arrow to select the desired mode for that hour:
  - Two black rectangles: Comfort mode.
  - One black rectangle: Eco mode.
6. Repeat for all 24 hourly segments.
7. Once the day is programmed, use the Up arrow to move to the next day and repeat the process for all 7 days of the week.

## Child Lock Activation/Deactivation

To activate the child lock, press and hold the **'M'** button for 3 seconds. A key icon will appear on the screen. To deactivate, press and hold the **'M'** button again for 3 seconds.

## Open Window Detection

To activate the open window detection feature, press the **Window Detection** button (window icon). The display will show "ON". To deactivate, press the Window Detection button again, and the display will show "OFF".

## Power Outage Behavior

In case of a power outage, all programming information (modes, temperatures) is saved. However, you will need to reset the time and day of the week using the instructions above.

## 6. SPECIFICATIONS

Feature	Detail
Brand	Bestherm
Color	White
Product Dimensions (L x W x H)	12.5 x 60 x 45.5 cm
Item Weight	11.3 Kilograms
Number of Speeds/Modes	6
Special Features	Digital Display, Wi-Fi Compatible, Overheat Protection, Programmable Thermostat, Child Lock, Open Window Detection
Power Source	Corded Electric
Heating Method	Convection (Dry Inertia Ceramic)
Mounting Type	Wall Mount
Indoor/Outdoor Use	Indoor
Room Type	Home Office, Bedroom, Kitchen, Living Room
ASIN	B0CLF2MZ8Y

## 7. TROUBLESHOOTING

If you encounter any issues with your radiator, please refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Radiator not heating	No power supply; Thermostat set too low; Child lock active; Open window detected.	Check power connection and circuit breaker. Increase thermostat temperature. Deactivate child lock. Close windows/doors or deactivate open window detection.
Display is blank	No power; Radiator is off.	Check power supply. Press the power button to turn on the radiator.
Radiator makes unusual noise	Normal expansion/contraction of materials; Loose mounting.	Minor noises are normal during heating/cooling. Ensure the radiator is securely mounted. If noise persists or is loud, contact support.
Wi-Fi connection issues	Incorrect Wi-Fi settings; Router issues; App issues.	Refer to the dedicated Wi-Fi connectivity guide/video. Ensure your router is 2.4GHz compatible. Restart router and radiator. Re-pair with the app.

If the problem persists after trying these solutions, please contact BESTHERM customer support.

## 8. WARRANTY AND SUPPORT

---

Your BESTHERM NESSA CONNECT radiator comes with a **2-year warranty**. For any questions, technical assistance, or warranty claims, please contact our French customer service.

You can find more information and contact details on the official BESTHERM Amazon store: [Visit the Bestherm Store](#).

For additional video tutorials and support, subscribe to our YouTube channel: [BESTHERM YouTube Channel](#).