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› **BESTHERM ILLO CONNECT 2000W Ceramic Dry Inertia Electric Radiator User Manual**

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Model: ILLO CONNECT 2000W

1. PRODUCT OVERVIEW

The BESTHERM ILLO CONNECT 2000W is a Wi-Fi connected ceramic dry inertia electric radiator designed for efficient and homogeneous heating of indoor spaces. It features a ceramic heating core that provides lasting warmth even after the unit is switched off. This radiator offers smart control options via mobile applications and includes various energy-saving modes.



Image 1.1: Front view of the BESTHERM ILLO CONNECT 2000W electric radiator.

2. SAFETY INFORMATION

Please read all safety instructions carefully before installation and use. Retain this manual for future reference.

- **Electrical Safety:** Ensure the power supply matches the radiator's requirements. Do not operate with a damaged cord or plug. Avoid overloading electrical circuits.
- **Placement:** Install the radiator on a stable, flat surface or securely wall-mount it. Maintain adequate clearance from combustible materials (curtains, furniture). Do not cover the radiator.
- **Children and Vulnerable Persons:** This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- **Overheat Protection:** The radiator is equipped with an overheat protection system. If it overheats, it will automatically shut off. Unplug the unit and allow it to cool before restarting.
- **Cleaning:** Always unplug the radiator before cleaning. Use a soft, damp cloth. Do not use abrasive cleaners or immerse the unit in water.
- **Indoor Use Only:** This appliance is designed for indoor use only. Do not use outdoors or in wet environments.

3. PACKAGE CONTENTS

Verify that all components are present in the package:

- BESTHERM ILLO CONNECT 2000W Electric Radiator
- Wall mounting kit (brackets, screws, anchors)
- User Manual

4. PRODUCT FEATURES

- **Ceramic Dry Inertia Heating Core:** Provides homogeneous and long-lasting heat distribution.
- **Wi-Fi Connectivity:** Remote control via Tuya or Smart Life mobile applications.
- **Smart Energy Savings:** Customizable weekly programming, 6 Pilot Wire modes, and 4 operating modes.
- **Elegant Design:** Discreet finish with an integrated LCD screen.
- **Enhanced Safety:** Electronic thermostat, parental lock, and overheat protection.

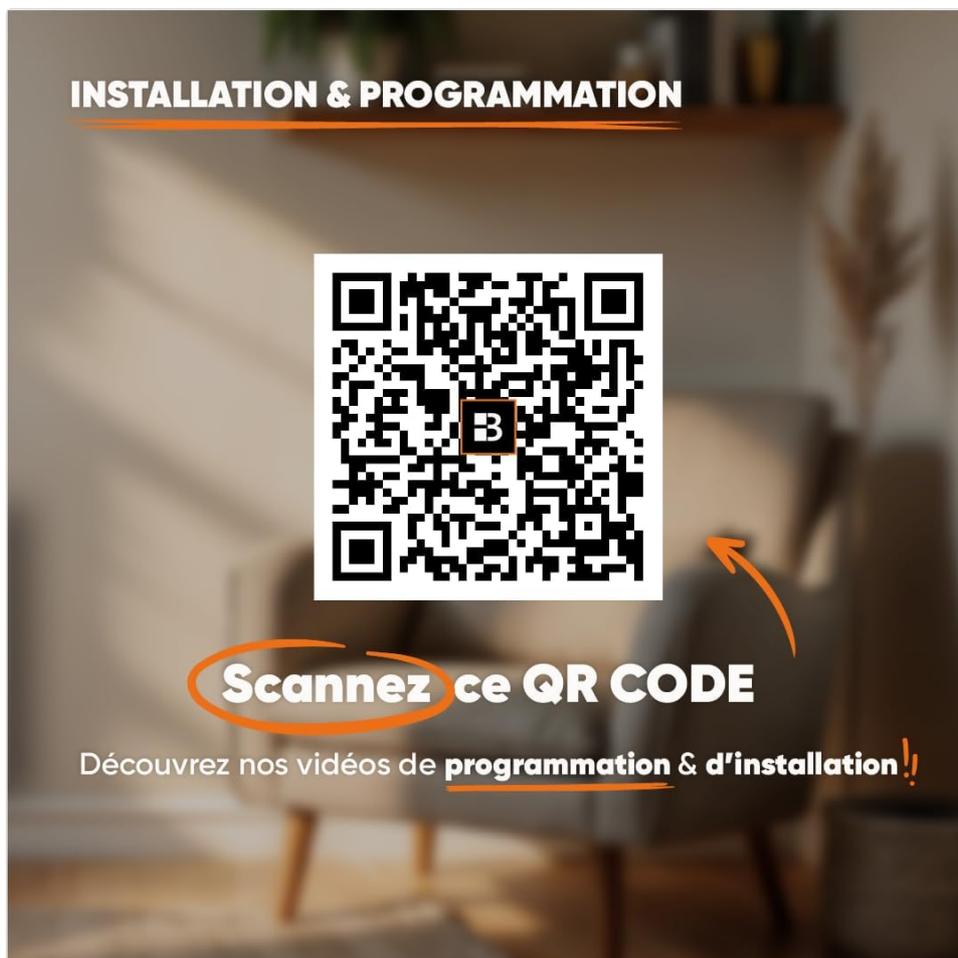


Image 4.1: Detail of the ceramic heating core, highlighting its efficient design.

5. INSTALLATION

The BESTHERM ILLO CONNECT 2000W radiator is designed for wall mounting. Ensure you have the appropriate tools and follow local electrical codes.

5.1. Choosing a Location

- Select a wall location away from direct drafts, windows, and doors for optimal performance.

- Ensure there is sufficient clearance around the radiator (minimum 15 cm from the floor, 30 cm from the ceiling, and 20 cm from sides).
- The wall must be capable of supporting the radiator's weight (approximately 11.1 kg).

5.2. Mounting the Radiator

1. Mark the desired mounting points on the wall using the provided template or by measuring the bracket positions on the back of the radiator.
2. Drill holes at the marked points and insert the wall anchors.
3. Secure the mounting brackets to the wall using the screws.
4. Carefully lift the radiator and hook it onto the installed wall brackets. Ensure it is securely seated.
5. Connect the radiator to a suitable electrical outlet.



Image 5.1: Back view of the radiator, showing mounting points for wall installation.



Image 5.2: Radiator dimensions (85 cm width, 45 cm height, 11 cm depth) and weight (11.1 kg). For detailed visual instructions on installation and programming, scan the QR code below or visit the BESTHERM YouTube channel:



Image 5.3: Scan this QR code to access installation and programming videos.

Video resources: [BESTHERM YouTube Channel](#)

6. SETUP

6.1. Initial Power-on

After installation, plug the radiator into a grounded electrical outlet. The LCD screen will illuminate, indicating the unit is powered on. Follow the on-screen prompts for initial setup, such as setting the current time and date.

6.2. Wi-Fi Connection

The ILLO CONNECT 2000W radiator can be controlled remotely via a mobile application. This requires a 2.4 GHz Wi-Fi network.

1. Download the **Tuya Smart** or **Smart Life** application from your smartphone's app store (available for iOS and Android).
2. Register or log in to your account within the application.
3. Ensure your radiator is powered on and in pairing mode (refer to the radiator's display for specific instructions, usually indicated by a blinking Wi-Fi icon).
4. In the app, tap '+' to add a new device. Select 'Heater' or 'Radiator' from the device list.
5. Follow the in-app instructions to connect the radiator to your Wi-Fi network. This typically involves entering your Wi-Fi password.
6. Once connected, you can control the radiator, monitor consumption, and set programming schedules from your smartphone. The radiator is also compatible with voice assistants like Amazon Alexa and Google Assistant.



Image 6.1: The radiator supports Wi-Fi connectivity via the Tuya Smart or Smart Life app, and is compatible with Alexa and Google Assistant for smart home integration.

7. OPERATING INSTRUCTIONS

7.1. Control Panel Overview

The radiator features an integrated LCD screen and control buttons for direct operation. Refer to the

specific icons and button functions detailed in the full product manual for precise control.

7.2. Operating Modes

The radiator offers 4 distinct operating modes to suit various heating needs:

- **Comfort Mode:** Maintains a set comfortable temperature.
- **Eco Mode:** Reduces the temperature by a few degrees compared to Comfort Mode for energy savings.
- **Frost Protection Mode:** Maintains a minimum temperature (e.g., 7°C) to prevent freezing.
- **Program Mode:** Follows a pre-set weekly heating schedule.

7.3. Weekly Programming

Customize your heating schedule for each day of the week to optimize energy consumption. This can be done directly on the radiator's control panel or more conveniently through the Tuya/Smart Life mobile application.

7.4. Pilot Wire Modes (6 Modes)

For installations with a pilot wire system, the radiator supports 6 different pilot wire commands, allowing integration into a centralized heating management system. Consult a qualified electrician for pilot wire connection and configuration.

7.5. Child Lock

To prevent accidental changes to settings, activate the child lock feature. This will disable the physical control buttons on the radiator. The child lock can typically be activated and deactivated by pressing and holding a specific button combination on the control panel, or via the mobile app.

8. MAINTENANCE

8.1. Cleaning

Regular cleaning helps maintain the radiator's efficiency and appearance.

- Before cleaning, always unplug the radiator from the power outlet and allow it to cool completely.
- Wipe the exterior surfaces with a soft, damp cloth. Do not use abrasive cleaners, solvents, or harsh chemicals, as these can damage the finish.
- Ensure no water enters the internal components.
- Dust the air vents regularly to ensure proper airflow.

8.2. Storage

If storing the radiator for an extended period, ensure it is clean and dry. Store it in a cool, dry place, preferably in its original packaging, to protect it from dust and damage.

9. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
Radiator does not turn on.	No power, power cord loose, overheat protection activated.	Check power outlet, ensure cord is securely plugged in. Unplug and allow to cool for 30 minutes if overheat protection is suspected.
No heat output.	Temperature setting too low, operating mode incorrect, child lock active.	Increase target temperature. Select an appropriate operating mode (e.g., Comfort). Deactivate child lock.
Wi-Fi connection fails.	Incorrect Wi-Fi password, router too far, 5 GHz network used, radiator not in pairing mode.	Verify Wi-Fi password. Move radiator closer to router. Ensure router is broadcasting 2.4 GHz. Put radiator into pairing mode.
Radiator makes unusual noises.	Normal expansion/contraction, loose mounting.	Minor clicking is normal during heating/cooling. Check mounting screws for tightness. If noise persists or is loud, contact support.

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

10. SPECIFICATIONS

Feature	Specification
Brand	Bestherm
Model	ILLO CONNECT 2000W
Power Output	2000W
Heating Method	Convection, Ceramic Dry Inertia
Color	White
Special Feature	Child Lock, Wi-Fi Connectivity
Indoor/Outdoor Use	Indoor
Power Source	Electric Cable
Product Dimensions (D x W x H)	11 cm x 85 cm x 45 cm
Product Weight	11.1 kg
Mounting Type	Wall Mount
Recommended Room Size	15 to 20 m ²

11. WARRANTY AND SUPPORT

11.1. Warranty

The BESTHERM ILLO CONNECT 2000W radiator comes with a **2-year warranty** from the date of

purchase, covering manufacturing defects under normal use conditions. Please retain your proof of purchase for warranty claims.

11.2. Customer Support

Our after-sales service is based in France, providing fast and efficient support to ensure your satisfaction.



Image 11.1: BESTHERM After-Sales Service contact information.

Online FAQ: Visit our website for frequently asked questions: www.bestherm.fr/pages/faq

Phone Support: 03 20 47 05 37

Email Support: sav@hom-y.fr