

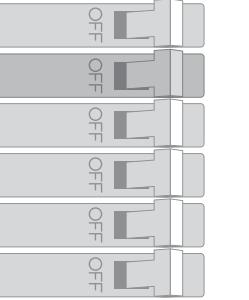
8 Connect the front plate to your Mysa. It should easily glide into place.



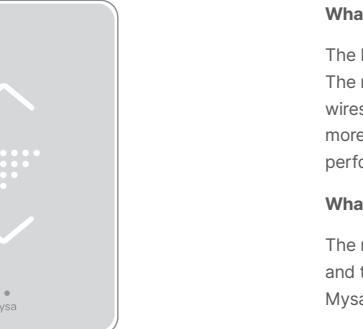
9 Secure the front plate to your Mysa by tightening the screw. **Ensure not to overtighten the screw.**



8 Turn ON the power at the circuit breaker that controls your Mysa.



9 Verify the thermostat powers ON, lights up, and displays a triangle.



Welcome
You'll see Mysa smile on startup or after successful pairing.

Pairing Mode
The triangle means Mysa is ready to begin the pairing process.

Software Update
That spinning rectangle means Mysa is getting a software update from us over the internet.

Settings Change
Check! This will pop up when you change your settings from the app.

Error Codes
Error codes have a LETTER/NUMBER format (A1, Z4, B5).
If you see this, please visit help.getmysa.com.

What do I do if the heat won't shut off?

When the heater does not shut off, this is often due to a heater wire being connected to the panel L1 (L) supply wire. The panel L1 (L) supply wire (most often a black wire) should be connected to Mysa L1 (L). Please review the wiring and ensure that the heater wires are correctly connected between Mysa Load and Mysa L2 (N).

If the heater remains on, please contact our Customer Experience team for further assistance.

What do I do if the thermostat won't power on?

If the thermostat is not powering on at all, first ensure that there is a green light showing when the faceplate is removed.

If the green light is not showing, please review the wiring to ensure that the panel L1 (L) supply wire (most often a black wire) is securely connected to the Mysa L1 (L).

If the green light is showing, the unit is receiving power. Please remove the faceplate for 3-5 minutes and replace it. If the faceplate does not light up, contact our Customer Experience team for resolution of the issue.



Advanced Troubleshooting

UNSURE ABOUT HANDLING ELECTRICAL WIRING? CONSULT A QUALIFIED ELECTRICIAN.

What do I do if I get an H2 Error Code?

The H2 code means your Mysa did not detect a heater between Mysa Load and L2 (N). The most common resolution to an H2 error is to turn off the breaker and make sure the wires connecting Mysa to your heater are properly secured within each wire nut—as more wires are put in a wire nut, it's possible for them to lose connection. Once you've performed this check, turn your breaker back on to verify that the code has cleared.

What do I do if there's no heat coming from the heater(s)?

The most common cause for this is an incorrect connection between the heater load wire and the Mysa load wire. Please check that the heater load is securely connected to the Mysa load.

Mysa's features are all controlled by the Mysa app. Head to the Google Play Store or the App Store to download the Mysa app and create an account. Follow the instructions to pair your Mysa to your phone and take advantage of smart features like Scheduling, Geofencing, Energy Charting, and more!

help.getmysa.com

If you're having trouble with anything Mysa-related (installation, wiring, app, pairing, etc), connect with our friendly team of Customer Support experts for help!

Product Safety Specifications:

Product: Mysa Smart Thermostat for Electric Baseboard Heaters

Model: Mysa BB V2-0

Max ambient temperature: 40C

Sensing element range: -40 to 85C

Independently mounted control for flush mounting

Type 1 action

Type 1.C

PD2

Rated Impulse Voltage: 1500Vpk

Making change comfortable

With Mysa you don't have to live off the grid, but you can reinvent it. Making small changes in our homes can create real impact; together, we're getting smart about keeping things cozy.

Welcome to the family.

