

VitrA

V-care



V - care

Superior
hygiene
in full
comfort.

GENERAL FAQ



What is V-care (VitrA Smart WC Pan)?

V-care – the new generation of shower toilet from VitrA - combines the functionality of a toilet and cleaning properties of a bidet while offering an impressive WC design and increased comfort. Designed by designer studio NOA, V-care fits perfectly to all types of bathroom styles and looks completely like a stylish, normal WC. With this new generation of shower toilet, VitrA is not offering only increased hygiene with water cleaning but also ergonomic/increased comfort matching the needs of modern living style such as different washing options, water-seat temperature adjustment, drying options and auto-open close mechanism. V-care will bring a new standard to your bathrooms with its design, comfort and improved hygienic use.



What are the benefits and features of V-care?

Elegant Look & Universal Design

Designed by well-known designer studio NOA, V-care suits virtually to any bathroom environment thanks to its elegant and universal form.

Due to concealed fixing and integrated electronic parts inside ceramic, V-care looks just like a regular toilet. Electrical and water connections are completely sealed.

Touch-free Toilet

Comfort version enables to use the toilet without touching any area via:

- Auto-open close version (with sensor and also via remote controller)
- Different washing functions via remote controller.
- Drying option via remote controller.

Very simple to operate

V-care can be used via remote controller, which perfectly fits to user's hands and has a very simple user interface. The WC's basic functions can be also controlled on the right and left hand side of the toilet.

Best personal cleaning for every user

Specially designed nozzle spray enables the user to adjust the water as desired:

- Feminine/posterior washing option:
Feminine washing options is designed to fit the needs of the genital area.
- Oscillating and Pulsating washing options (for thorough cleaning)
- Intensity of water can be adjusted.
- Water temperature can be adjusted.
- Nozzle position can be adjusted.



Ergonomically designed seat

The toilet seat is designed with the user in mind with optimum seating area, and the seat temperature can be adjusted via remote controller.

Drying and Air Purification

After using the toilet (in Comfort version), user can choose the drying function and also adjust drying temperature for more ergonomic use. In both versions, air purification is automatically activated when the user is seated on WC.

Energy-Saving Function

There are four modes for use:

- 1) Standard
- 2) Energy-saving
- 3) Stand-by
- 4) Completely shut down for the best way of using “according to user’s preference”.

Maximum Hygiene for nozzle

The nozzle is automatically rinsed with fresh water before and after every use.

The nozzle can be removed for manual cleaning.

The nozzle materials are very hygienic: Body is made of stainless steel and the tip is chrome plated.

Easy to Clean WC

Due to rimless design of the inner bowl and hidden installation technology “V-Fit”, the WC is very easy to clean.

- Rim-ex Technology eliminated the ducts inside WC and thus enables cleaning of the inner bowl with one single wipe.
- With hidden installation technology “V-Fit”, the side of the WC has a completely smooth surface and enables easy cleaning.

? What material is V-care made of?

WC: Vitreous China

Seat, Cover & Base Unit: Thermoplastic

Nozzle: Stainless Steel; Tip is chrome-plated

Remote Controller: ABS

? Why a stainless steel nozzle instead of plastic?

Hygienic properties

Hygienic property of stainless steel makes it the first choice in hospitals, kitchens, food and pharmaceutical processing facilities. To come up with a best solution, we have chosen stainless steel.

Corrosion & temperature resistance

All stainless steels have a high resistance to corrosion even at elevated temperatures and pressures.

Aesthetic appeal

Simply maintained, which results in a high quality and pleasing appearance.

Long Life Durability

Very durable and requires low frequency maintenances.

? What is the difference between V-care and a conventional WC?

Why do I need V-care when a conventional WC has served me perfectly well so far?

From the outside, there is no difference between V-care and conventional WC. You can use it exactly the same way. The difference is experience. V-care has many advantages compared to conventional WC, ranging from elevated comfort to more hygienic use and space saving. It cares about you and your family more than a regular WC ever can.

SPACE-SAVING

- V-care combines the functions of a regular toilet and a bidet. Thus, it saves the space needed for bidet in bathroom



MORE HYGIENIC

- V-care offers touch-free WC use. WC seat opens automatically when you approach or via remote controller. You can simply start the integrated shower function with the touch of a button while you stay sitting comfortably on the WC. All the washing and drying options can be also controlled over remote controller.
- V-care has different washing alternatives, which allow for thorough cleaning and suitable options for gender specific needs

V-care has integrated nozzle to WC, thus offers cleaning with water. Cleaning with water is much more natural and hygienic than just a toilet paper and more suitable for sensitive intimate areas

MORE COMFORTABLE

V-care offers water / WC seat and drying temperature adjustment as well as water pressure adjustment so that you can use the WC with maximum comfort.

- The seating area is very ergonomically designed.
- Cleaning with water gives a refreshing feeling.
- V-care is more suited to be used by elderly and pregnant ladies. Since everything can be controlled via remote controller, you do not have to go to bidet area and lean over to clean yourself.



 What versions are available and what are their differences?

V-care has two different alternatives: Basic and Comfort. The features of both versions are available in the table below.

Criteria	Main Features	Basic	Comfort
Cleaning	Rectal cleaning	Available	Available
	Female jet position	Available	Available
	Adjustable jet position	Available	Available
	Adjustable jet intensity (water pressure control)	Available	Available
	Automatic back & forth jet (oscillating)	–	Available
	Pulsation	–	Available
	Dryer	–	Available
	Dryer with adjustable temperature	–	Available
	Water temperature adjustment	Available	Available
Comfort Seat	Soft close seat	Available	Available
	Heated seat	Available	Available
	Adjustable seat heat temperature	Available	Available
	Auto open / close	–	Available
Nozzle	Nozzle self cleaning	Available	Available
	Removable nozzle tap for replacement and cleaning	Available	Available
Hygiene	Air purifier - Dedoratzation	Available	Available
	Rim-ex	Available	Available
Sustainability	Energy saving mode	Available	Available
Aesthetics	Concealed plumbing connections	Available	Available
	Concealed electricity connections	Available	Available

QUESTIONS ABOUT USE

? How does V-care work?

When you are seated on the V-care, a touch sensor will sense your presence and activate the functions. Via remote controller, you can control all the functions available for V-care depending on the model. In Comfort version, you can control water pressure / nozzle position / water, seat and drying temperature / washing options. In Basic version, water pressure / nozzle position / water and seat temperature can be adjusted. While you are not seated, you can also control seat via remote controller in the Comfort version. For detailed use instructions, please refer to user manual.

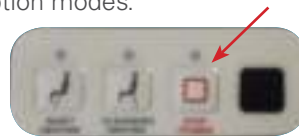
? How do I turn on/off the V-care?

Facing V-care, on the right side, there is a concealed and isolated ON/OFF button which is easy to control by reaching from below. By turning and pressing this button, user can easily turn V-care ON/OFF.



? Are there different electrical consumption modes for different needs?

There are three different electrical consumption modes.



Standard Mode: All functions are available within all adjustment levels. When the light on the left hand side of the WC is red, the WC is in Normal mode.

Eco-Mode: Eco mode can be adjusted by pressing stop button on the remote controller for 3 seconds. All functions are available; however the heating functions are at their minimum level (especially suitable for summer use). When the light on the left hand side of the WC is green, the WC is in Eco- Mode.

Stand-by Mode: Stand-by mode can be adjusted by pressing stop button on the left side of the WC (when facing the WC) for 3 seconds. All functions are disabled. Only water temperature controller unit is turned on to keep water temperature above 18°C. When the light on the left hand side of the WC is turned Off, the WC is in Standby-Mode.

? Does it work when nobody is sitting on the toilet?

Except the seating open/close mechanism, no other functions will work unless someone is seated on the WC.

During installation, in order to test the nozzle movement, you can activate the nozzle by pressing the **stop/power + cleaning/moving button** on the left side of the WC (when facing the WC) and holding for 3 seconds.



? If I use one of the V-care models, don't I still need to use toilet paper afterwards to dry off?

It is recommended to use toilet paper before using dryer for complete cleaning and shorter drying times.

? How much time should it take to 'dry' using the V-care dryer?

An average person needs to 30 sec up to 60 sec. By pressing the dryer button once, the dryer operates up to 180 sec, this time should be more than sufficient to complete the drying function.

? Is there warm air for drying?

There is warm air for drying for Comfort version. In the table below, you can find the temperatures for different levels.

Seat temperature level	Standard
5 th level	$\Delta T + 35^{\circ}\text{C} \pm 3^{\circ}\text{C}$
4 th level	$\Delta T + 30^{\circ}\text{C} \pm 3^{\circ}\text{C}$
3 rd level	$\Delta T + 25^{\circ}\text{C} \pm 3^{\circ}\text{C}$
2 nd level	$\Delta T + 20^{\circ}\text{C} \pm 3^{\circ}\text{C}$
1 st level	$\Delta T + 25^{\circ}\text{C} \pm 3^{\circ}\text{C}$
Off	Off

? Can V-care work without electricity?

You can use the WC without electricity and flush; however the nozzle and all other additional functions will only operate when electricity is present.

? What happens if the electricity is out?

When the electricity goes out during functioning, the water streaming, heating, air purification and auto-open close dampers stop immediately. If the nozzle is in use when the electricity is out, then it stays in the use position, but the water stops. When the electricity is back, the nozzle does not spray any water. You have to press stop button to put the nozzle back in the original position. During electricity outage, you can still use the normal toilet and flush. You can clean yourself with toilet paper until the electricity is back. You can open or close the seat cover manually.



? Can I open/close the seat manually?


Yes, it is available to manually open/close the seat & cover by pressing the assigned buttons located at the top of the remote controller. If desired, you can also open/close the seat manually.

? Do I have to use remote controller?

To fully control all functions with V-care, it is better to use the remote controller. Using remote controller enables user to reach all adjustments at any desired time. Also, user can use basic functions such as washing, cleansing and stopping, from the right hand side control panel located at the base unit, without using the remote controller.

? What type of battery is used for the remote controller?

Three of AAA type batteries are required to energize the remote controller.

 How long does the battery last on the remote controller?

In average using conditions, with brand new batteries, the lifespan of the RC is 6 months.

 What is the average water consumption rate?

Water pressure level	Consumption Rate
5 th level	480 ± 80mL/40sec
3 rd level	354 ± 80mL/40sec
1 st level	270 ± 80mL/40sec

 Up to which degree can the seat be heated?


Seat temperature levels are shown in the following table. The default temperature is in standard mode: 36±2°C

Seat temperature level	Standard
5 th level	40°C±2°C
4 th level	38°C±2°C
3 rd level	36°C±2°C
2 nd level	34°C±2°C
1 st level	32°C±2°C
Off	Off

 Up to which degree can the water be heated?

Water temperature levels are shown in the following table. The default temperature is in standard mode: 36±2°C

Seat temperature level	Standard
5 th level	40°C±2.5°C
4 th level	38°C±2.5°C
3 rd level	36°C±2.5°C
2 nd level	34°C±2.5°C
1 st level	32°C±2.5°C
Off	Off

 What are the maximum / minimum temperatures for all functions?

	Min Value	Max Value	Default Value	Power Saver Mode
Water temperature	30°C	42°C	36°C	24°C
Seat temperature	30°C	32°C	36°C	24°C
Dryer temperature	15°C	37°C	27°C	24°C



How much electricity does V-care use in average (in one use)

Max power consumption	1080W	+5%	-10%	1020.60~1134W
Water heater+nozzle+water pump+air pump+flow valve	1024.46W	+5%	-10%	968.11~1075.68W
Seat heater	53W	+10%	-10%	47.7 ~ 58.3W
Dryer heater	170W	+10%	-10%	153~187W

	Comfort	Basic
Max power consumption	770 W	796 W
Water heater+nozzle+water pump+air pump+flow valve	714W	726 W
Seat heater	60 W	60 W
Dryer heater	205 W	N/A



How long does each function last per each use?

Each function has a time span. However, if you want to use a particular function for a longer time, you can press the relevant function button one more time.

Function	Time
Cleansing	40sec ± 10sec
Bidet	40sec ± 10sec
Dry	3min ± 10sec



How much water does the V-care use when it flushes?

It flushes 3/6lt



Wouldn't I be creating more work for myself with V-care?

V-care is very undemanding to maintain and is very easy to operate. In fact, it is easier and quicker to clean than a conventional WC due to rimless technology and seat design. Any additional work, such as changing the active carbon filter, or cleaning the nozzle takes just a few minutes.



QUESTIONS ABOUT DURABILITY AND GUARANTEE

? How much load can the WC carry?

Max: 150 kg

? What is the guarantee period for the V-care?

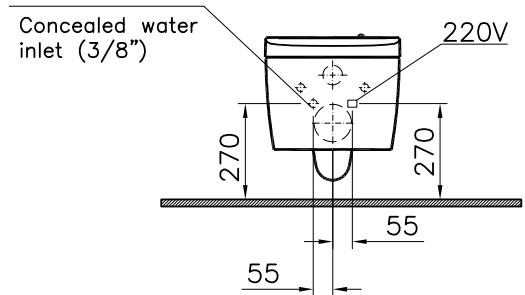
2 years guarantee is available for V-care products.



QUESTIONS ABOUT MAINTENANCE / INSTALLATION / MALFUNCTION

? Can I install V-care in place of an existing WC?

It is possible to change your conventional WC with V-care intelligent WC; however you need additional electrical and water connections as shown in the technical drawing below.



? Is it a big investment to install V-care?

In terms of installation, it is almost the same procedure as the conventional wall-hung WC. The only extra work is to get the electrical and water connections close to the WC (which should be no problem if you are going through a complete bathroom renovation).

? What components come with the toilet?

- Ceramic WC
- Electronic seat and cover
- Remote controller
- 3 AAA batteries
- Auxiliary equipment
- A 220V isolated connector mating part
- User manual
- Service manual
- Flexi hose – 45cm
- Kada (drain 300mm)
- Transparent monitoring cover
- ON/OFF valve

? Are there any structural provisions that I need to be aware of?

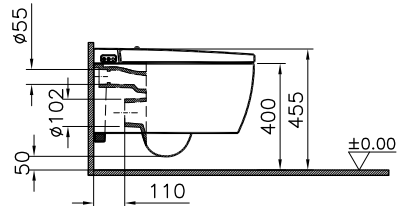
Depending on whether it is a new construction or renovation, it might change. For the renovation, you need to add a second water and electricity connection to the area where V-care is going to be mounted. If you already have these connections in a new construction, you do not have to do anything additionally.

? Do I need a separate water and electrical connection in the WC area?

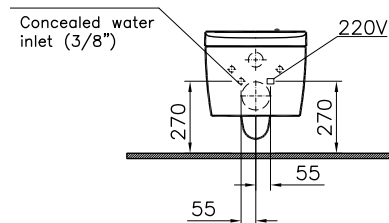
Yes, if there is not any electrical and water connection in the installation area, the connections are needed.


? Are the electrical and water connections visible?

We have designed the intelligent WC so that these connections will not be visible if the water and electricity supply on the wall are set behind the WC.



Additional pipe may be required due to wall thickness.



 Does the installation take longer than normal WC and how complicated is the process?

Installation takes as much as a WC installation. In addition to that interval, post-installation tests should be conducted when V-care is installed as instructed in the installation manual. Tests usually take 15min.

 Is the WC seat removable?

The seat cover is removable but the seat is fixed on the WC.

 Is the nozzle removable?


The nozzle itself is not removable entirely. However, nozzle tip is removable so that customer can replace the tip if wanted, with a new one to keep the tip new & hygienic or clean it. (It is not necessary to change the nozzle tip; it can be used for lifetime. However, according to the preference, you can choose to change the tip).

 How much is the nozzle length?

Maximum nozzle length is 95 mm.

 What happens in case of lime scale?

Lime scale problem can be quickly solved via authorized dealers. Please contact with your service in case lime scale occurs.

 How long will the deodorizer filter last before needing to be replaced?

There is no lifespan for carbon filter. Yet, it is designed detachable to enable customer to remove the current filter with a new one. So, customer can prevent dust accumulation in the filter. We recommend doing this procedure every 2 years. Please refer to user manual for detailed instructions

On the other hand, if the deodorizer is extremely exposed by accidental use or misuse, we recommend that you replace the exposed filter with a new one.

? Is VitrA V-care more difficult to clean than normal WC?

V-care is easier to clean due to Rim-ex technology, concealed installation and seat design. You can clean the product in conventional ways, but avoid using corrosive cleaners.

? How can I clean the seat part of the WC?

You can clean the product by softly wiping with wet cleaners. You can also use conventional, scratch-free cleaning detergents.

? What are the recommended cleaners?

Any known non-corrosive and scratch-free cleaners can be used for seat and WC.

? Do I have to do some extra cleaning for the nozzle?

It can be cleaned by conventional ways. Additional cleaning is not necessary. However you can remove the nozzle tip in order for cleaning and replacing purposes. Please refer to the user manual for how to remove the tip.

? What happens if malfunctions occur?

Please refer to the following instructions in case of a malfunction. www.vitra.com.tr
If malfunction still continues and you are unable to resolve the problem, please contact with the customer service team.

? How safe is the VitrA V-care (Especially regarding electrical and water use)

V-care is very safe to use. It is isolated by IPX4 standards. Electronic circuits are isolated by IP67 standards.

? Is there any danger of electrical parts getting in touch with water?

This is not possible. V-care is isolated by IPX4 standards. Electronic circuits are isolated by IP67 standards.

? What happens if the V-care is malfunctioning when the nozzle is out and splashing?

If this problem occurs, please press the stop button on the side panel. If the problem still continues, please turn off the WC from the right hand side (facing the WC) ON/OFF button.



? Which Global and European Norms do we fulfill?

EN1717, EN13079, CE, DVGW, KIVA, ETA, CSTB, SINTEF, WRAS, SITAC, W270, KTW

? Which parts are replaceable if it is required?

Please contact with the customer service team.

? What should I do if the remote controller does not work?

First of all, please check your battery. If it still does not work, please call after sale service and ask for a consultation. After inspection, please proceed according to the instructions given. It might be required that you should obtain a new remote controller. Meanwhile, you can control the basic nozzle functions from the side panel.

? What should I do if remote controller falls into water?

- Replace batteries.
- Dry remote controller by towel or similar
- Put the remote controller inside a cup filled with some material that can absorb humidity (Ex: Rice)
- Wait for 2 hours.
- Place the batteries inside the remote controller
- Try again. If it works fine and you can control every function, then the problem is solved. If it does not work properly, please contact with the customer service team

QUESTIONS ABOUT PERSONAL HYGIENE, CLEANING WITH WATER AND HEALTH

? Why should I clean myself with water rather than paper?

Water cleans more thoroughly and is also more hygienic than just cleaning with paper. Cleaning with water will also give you a refreshing feeling and also sense of increased personal hygiene.

? Who is V-care ideally suited to?

V-care is suited for everybody who wants to increase personal hygiene and comfort in their lives.

? Is VitrA V-care suitable for people with health problems?

Yes, V-care is ideal for people who have health problems in private areas, as it provides a gentle and thorough cleaning with water and drying with air. There is no need to use toilet paper, which can be problematic in these situations. Especially ladies can benefit from these features during their special days or during skin irritations.

? Is V-care suitable for people with physical disabilities?

The body movements necessary to get personal hygiene after using a conventional WC is not very ergonomic, therefore not very suitable especially for people with physical disabilities. With V-care, everything can be controlled over remote controller, so you can surely use the WC with maximum comfort without need to make any non-ergonomic movements. V-care helps you to move as freely as possible.



? Can V-care also be used during pregnancy?

V-care is much more comfortable for pregnant ladies because you do not have to lean to get personal hygiene when you use V-care. It is also more hygienic because of the different washing options with water.

? Can children also use a V-care?

V-Care can be used by children older than 12+ years old.

? Is V-care suitable for Muslim practice?

V-care is certified for Muslim practice by European Institute of Halal Certification.

QUESTIONS ABOUT SALES AND SALES POINTS

? Where can I try out?

- In Germany in Koln Showroom
- In Turkey in Vitra Retail Showrooms and Dealers
- In UK and France in Vitra Showrooms

? Where can I buy a V-care model?

V-care is available in Vitra retail points and dealers

? What are the sales arguments?

Please refer to the article: What are the benefits and features of V-care

? How can I demonstrate the function if it doesn't work when nobody is seating on it?

You can demonstrate the functions by pressing **the stop/power + cleaning/moving buttons** on the left side of the WC (when facing the WC) and holding for 3 seconds.



QUESTIONS ABOUT THE ENVIRONMENT, SUSTAINABILITY AND ECOLOGY

? Is V-care more environment-friendly than conventional WCs?

Due to electricity use, it is not more environment-friendly. However, since it eliminates or limits the use of toilet paper, its effect on the eco-system is more or less the same.

There are also 3 different modes to be more eco-friendly. You can use the product in Eco mode during summer time to use less electricity or use stand-by mode when you are not at home for several hours.

? Doesn't V-care increase water consumption unnecessarily?

Water use for all washing options is 0,6 lt. to 1,1 lt. per each use depending on the pressure adjustment. It is arranged to give you maximum hygiene at optimal water consumption levels.

? Saving water is a central theme in the Bluelife (VitrA Sustainability Principle). How does V-care reconcile this with the requirement for hygiene?

By offering cleaning with water, VitrA offers an improved way of getting personal hygiene, thus increasing the life quality for you and your family. Blue Life is not only about water-saving but also about improving living conditions.





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