

V-Care Smart Toilet





V-Care Smart Toilet

We care about your personal hygiene.

A fully customisable hygiene experience

Designed by Noa in collaboration with the Vitra Design and Innovation Teams, the V-Care Smart Toilet offers a user-friendly and fully customisable personal hygiene experience.

The V-Care Smart Toilet is available in two versions: basic and comfort.



Improved hygiene

A hands-free experience

The V-Care Smart Toilet's hands-free cleaning experience provides maximum personal hygiene. The remote control enables the user to customise settings.

A caring bidet nozzle

Especially designed for female hygiene, the integrated bidet nozzle provides a gentler front wash.

Basic Version



Comfort Version



More hygienic, easier to clean

The stainless steel nozzle cleans itself
before and after each use.

Designed to eliminate the areas where harmful
bacteria and micro-organisms gather and multiply,
the Vitra Rim-ex bowl offers effortless cleaning and is
95% more hygienic than standard alternatives.

Easy to install, easy to maintain

Concealed plumbing and power connections
simplify installation, and coupled with the quick
release seat, make the Vitra Smart Toilet
very easy to clean.

Equipped with a limescale reducer, the Vitra Smart
Toilet is suitable for use across the world from the
hardest water areas through to the softest.



Frequently Asked Questions

What is Vitra V-Care Smart Toilet?

V-Care Smart Toilet – 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 Smart Toilet 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 Smart Toilet 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 Smart Toilet?

Elegant Look & Universal Design

Designed by well-known designer studio NOA, V-Care Smart Toilet 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 Smart Toilet 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 Smart Toilet 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.

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.

Maximum Hygiene for nozzle

The nozzle materials are very hygienic. The body and the tip is made of stainless steel. The nozzle is automatically rinsed with fresh water before and after every use. Also, it can be removed for manual cleaning too.

Easy to Clean WC

Due to rimless design of the inner bowl and hidden installation technology, to clean the WC is very easy.

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

What material is V-Care Smart Toilet made of?

WC : Vitreous China

Seat, Cover & Base Unit : Thermoplastic

Nozzle : Stainless Steel

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 Smart Toilet and a conventional WC? Why do I need V-Care Smart Toilet when a conventional WC has served me perfectly well so far?

From the outside, there is no difference between V-Care Smart Toilet and conventional WC. You can use it exactly the same way. The difference is experience. V-Care Smart Toilet 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 Smart Toilet combines the functions of a regular toilet and a bidet. Thus, it saves the space needed for bidet in bathroom.

More Hygienic

- V-Care Smart Toilet 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 Smart Toilet has different washing alternatives, which allow for thorough cleaning and suitable options for gender specific needs .
- V-Care Smart Toilet 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.

What versions are available and what are their differences?

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

BASIC		COMFORT
	FEATURES	
✓	Standard washing	✓
✓	Female specific washing	✓
-	Back to front washing	✓
-	Massage washing	✓
✓	Adjustable bidet nozzle position	✓
✓	Adjustable water pressure	✓
✓	Adjustable dryer temperature	✓
✓	Adjustable water temperature	✓
✓	Remote control	✓
✓	Soft closing lid	✓
✓	Seat heating	✓
✓	Adjustable seat temperature	✓
-	Automatic opening/closing	✓
-	Dryer	✓
✓	Sterilization	✓
✓	Detachable bidet nozzle for easy cleaning	✓
✓	Odor absorption	✓
✓	Rim-ex	✓
✓	Energy saving (manual)	✓
✓	Concealed plumbing connections	✓
✓	Concealed electric connections	✓

Questions about usage

How does V-Care Smart Toilet work?

When you are seated on the V-Care Smart Toilet a touch sensor will sense your presence and activate the functions. Via remote controller, you can control all the functions available for V-Care Smart Toilet 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 Smart Toilet?

Facing V-Care Smart Toilet, 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 Smart Toilet ON/OFF.

Are there different electrical consumption modes for different needs?

There are three different electrical consumption modes.

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 Mod: 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 Mod: 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. Also, the remote control functions are not activated. 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 Smart Toilet 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 Smart Toilet 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 Smart Toilet 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 Smart Toilet, 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.

How do I know when the remote is running out of battery?

When any button on the controller is pressed, if the LEDs go down from the top to the bottom with "Z" sign, that means the batteries are run out. It requires replacement of 3 AAA batteries with good quality batteries.

Is there another button that I can use the wash function if the remote control battery is run out?

If the remote control battery is run out, only the wash functions can be activated via the front and rear wash buttons on the right-hand side of the V-Care Smart Toilet smartcover.

What is silent mode and how is it activated?

The silent mode switches off the audible key sound during normal operation of the control. For this mode to be activated, water pressure and nozzle position adjustment buttons are held together for 3 seconds simultaneously.

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

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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

What are the maximum /minimum temperatures for all functions?

	Min. Value	Max. Value	Default Value	Power Save Mode
Water Temperature	30°C	42°C	36°C	24°C
Seat Temperature	30°C	42°C	36°C	24°C
Dryer Temperature	12°C	38°C	27°C	24°C

How much electricity does V-Care Smart Toilet use in average (in one use) ?

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

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.

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

How much water does the V-Care Smart Toilet use when it flushes?

It flushes 3/6lt.

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

V-Care Smart Toilet 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 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 Smart Toilet?

2 years guarantee is available for V-Care products.

Questions about maintenance, installation, malfunction

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
- A bottle of descaling solution (125 ml)
- Funnel

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

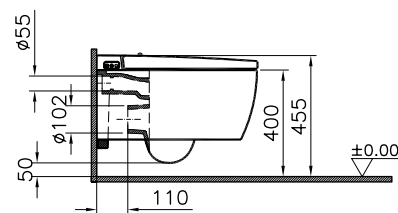
Depending on whether it is a new construction or renovation, it might change. For the renovation, you need to add a second water and electricity connection to the area where V-Care Smart Toilet is going to be mounted. If you already have these connections in a new construction, you do not have to do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

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

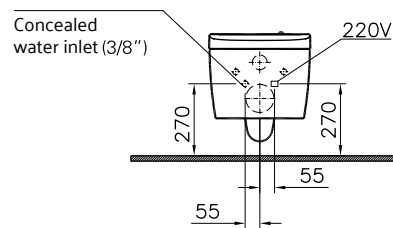
Yes, if there is not any electrical and water connection in the installation area, the connections are needed.

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



Is it a big investment to install V-Care Smart Toilet?

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).

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?

You can easily perform the descaling by yourself in under 10 minutes in accordance with the periodic maintenance tasks specified in the user guide. If it is preferred, this process can also be solved quickly through authorized services.

How frequent should V-Care Smart Toilet descaling be applied?

V-Care Smart Toilet descaling is recommended to be applied periodically 3 times in a year in order to extend the product lifetime and prevent calcification problems. Recommended number of applications depends however on the limescale content per region.

Can we use different products other than the descaling liquid that comes together with V-Care Smart Toilet?

The descaling liquid which is given together with V-Care Smart Toilet is produced by DURGOL special to Vitra. It is produced in a way not to give damage to the parts within the product. No liquid other than Vitra descaling agent shouldn't be used. In case of any different agent usage, Vitra doesn't give warranty.

How can I get the descaling liquid?

It comes inside the box of V-Care Smart Toilet for the first use. It can be ordered as spare part as well for later use.

How long does the descaling cycle take?

How can I know if the process is over?

The process takes approximately 10 minutes. The system starts with an audible warning signal and when process is completed, this warning signal stops and the product is ready for use again.

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

There is no lifespan for carbon filter. The carbon filter should not be manually changed by user. If any problem occurs, it should be changed by an authorized technician.

Is Vitra V-Care Smart Toilet more difficult to clean than normal WC?

V-Care Smart Toilet 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 is the reason if there is not enough water coming out of the nozzle?

Please refer to the following instructions in case of a malfunction such as

- when the water from the nozzle does not flow or flows weakly
- when there is a water leakage
- when V-Care Smart Toilet LED lights are not lighting or peeping and blinking.
- when the water or seat temperature is too low

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

V-Care Smart Toilet 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?

V-Care Smart Toilet is isolated by IPX4 standards. Electronic circuits are isolated by IP67 standards.

What happens if the V-Care Smart Toilet is malfunctioning when the nozzle is out and splashing?

If this problem occurs, please press the stop button on the remote controller. If the problem still continues, please shut down the WC from the right hand side (facing the WC) ON/OFF button which is located under the WC.

Which Global and European Norms do we fulfill?

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

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.kontrol edebilirsiniz.

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

Who is V-Care Smart Toilet ideally suited to?

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

Is VitrA V-Care Smart Toilet suitable for people with health problems?

Yes, V-Care Smart Toilet 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.

Can V-Care Smart Toilet also be used during pregnancy?

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

Is V-Care Smart Toilet suitable for people with physical disabilities?

A conventional WC requires movement with the body to get personal hygiene after use and is not very ergonomic, therefore not very suitable especially for people with physical disabilities. However with V-Care Smart Toilet, all functions 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 Smart Toilet helps you to move as freely as possible.

What is V-Care Smart Toilet has a sensor in?
V-Care Smart Toilet has a sensor in the right front part of the bottom lid that detects the user in order to perform V-care Smart Toilet functions fully. In case the user makes no physical contact with this sensor, the product will not make function. Sometimes kids may not have physical contact with the sensor, so for this kind of cases, it is advised to use child mode to perform the nozzle function. To activate the child mode, the buttons of "lady-wash" and "stop" should be pressed on the remote control simultaneously for 3 seconds. If needed, child mode can be activated by the help of parents.

Is V-Care Smart Toilet suitable for Muslim practice?

V-Care Smart Toilet 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 Smart Toilet model?

V-Care Smart Toilet is available in VitrA retail points and dealers.

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 environment, sustainability and ecology

Is V-Care Smart Toilet 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.

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.

Doesn't V-Care Smart Toilet 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.

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