



Villeroy & Boch

1748

Professional Portal Service Tools

Make your work easier and more efficient

SERVICES PROFESSIONALS NEED

GET TO KNOW NOW



A compact overview of our tools and services

DIRECT ACCESS

You can easily and quickly access our Professional Portal at any time via our website. Here you will find all services clearly and concisely structured. The services offered are divided into two categories - with and without registration.



SERVICES FOR DAY-TO-DAY BUSINESS

Services without registration

- Contact ▶
- Support ▶
- Downloads ▶
- Sample folder ▶
- Villeroy & Boch App ▶
- Videos ▶
- Trainings ▶

Services with registration

- Image database ▶
- Article availability ▶
- Order search ▶
- Complaint recording ▶

It's worth registering!

REGISTER NOW

To make it as easy as possible for you to access our information and services, you can use many of them immediately and without registering. **However, we can only offer you the complete service programme if you register for the Professional Portal.** It's worth it: then you can, among other things, check item availability, track orders, upload selected delivery receipts, process complaints online, save sample folders in your profile and download high-resolution images. **Registration is of course free of charge and only takes a few moments.**






WELCOME
Log in or register for our services

☐ Password again ☐ Stay logged in


LOGIN

[Forgot your password?](#)

CREATE AN ACCOUNT
Please choose your company Division

REGISTER TO THE BATHROOM & WELLNESS PROFESSIONALS PORTAL



You can register for the Villeroy & Boch Bathroom & Wellness Professional Portal here. After your registration details have been verified, you will receive access to all your tools and services within 24 hours. You will be able to sign up for training at the ViAcademy immediately after registering.

Fields marked * are mandatory.

PERSONAL INFORMATION






WELCOME
Log in or register for our services

☐ Password again ☐ Stay logged in

LOGIN

[Forgot your password?](#)

CREATE AN ACCOUNT
Please choose your company Division

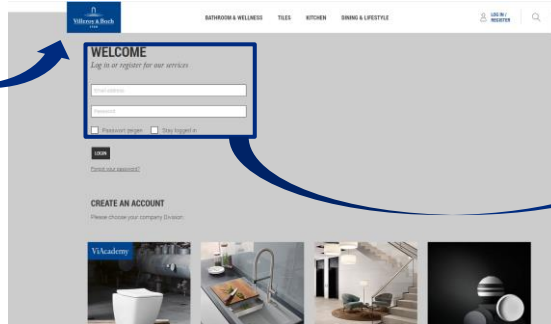
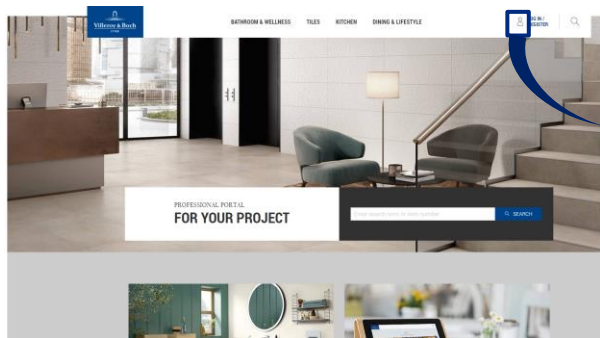
    

Professional Portal Log-in

GO TO LOG-IN

To log in to the Professional Portal, click on the **person icon at the top right** of the web page. Enter your log-in data (email address and password) in the corresponding fields and click on the “Login” button. You will be redirected to **your personal profile** and the service overview. If you receive an error message, please check your log-in data again or click on “Forgotten password” to set a new one.

Tip: If you tick the “Stay logged in” box, your access data will be saved so that you do not have to enter it again on future visits to the Professional Portal.



YOUR PROFILE & SERVICES

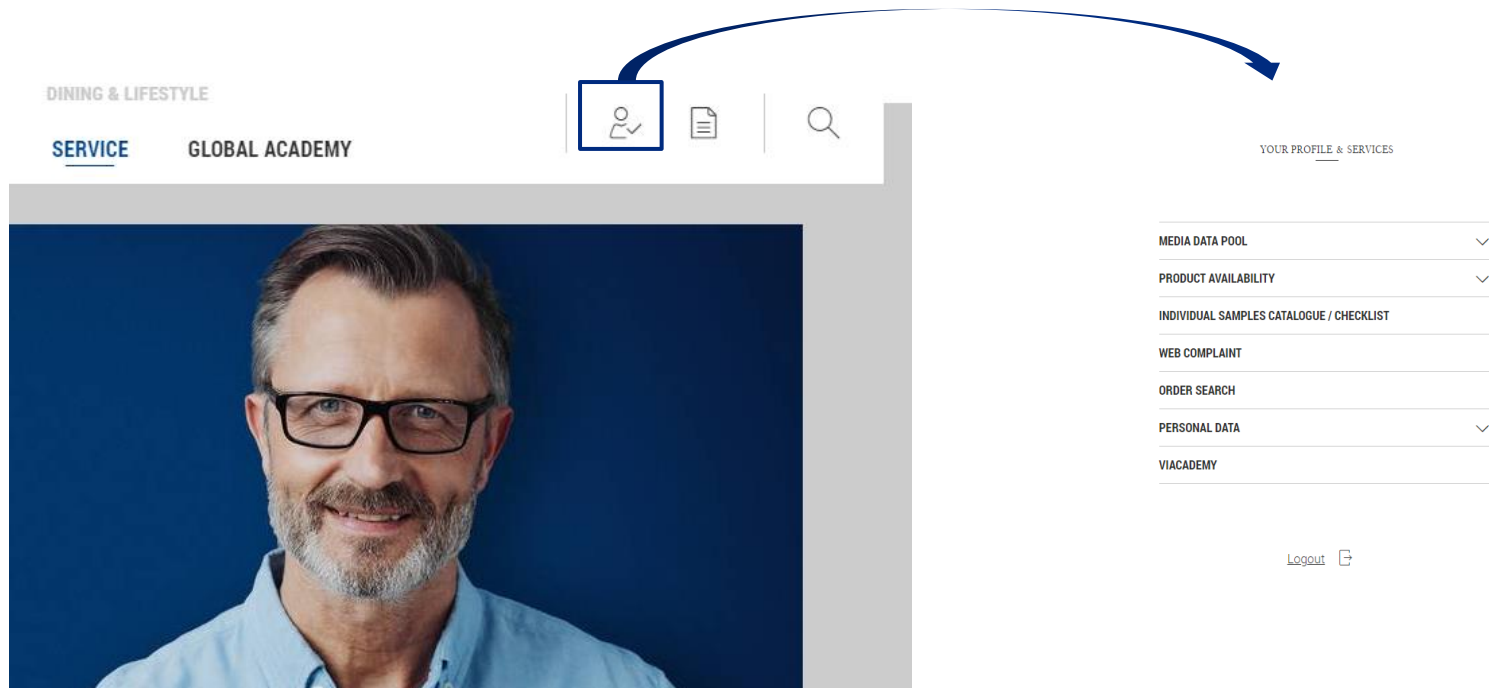
- MEDIA DATA POOL
- PRODUCT AVAILABILITY
- INDIVIDUAL SAMPLES CATALOGUE / CHECKLIST
- WEB COMPLAINT
- ORDER SEARCH
- PERSONAL DATA
- VIACADEMY

Logout 

Your future logins

TRY IT OUT RIGHT AWAY

Once you are logged in, you will see all available services directly in your profile. On the next slides we briefly introduce some of our services.




Contact

DISCOVER NOW

Do you have any **questions** or **suggestions**? We are there for you with help and advice via the online form.

Our staff will deal with your concerns competently and quickly and get back in touch with you as quickly as possible.



Do you have any questions or comments about Bathroom & Wellness?
Then simply send us a message using the contact form below.

Do you have any questions about Dining & Lifestyle? If so, please click [here](#).

CUSTOMER SERVICE
+ 444 208 871 4028

YOUR QUESTION / YOUR FEEDBACK


Drop it

First name *

Last name *

Email address *

Message *


Attach file
drag & drop or browse
Supported file formats: PNG, JPEG & PDF (maximum upload size 10 MB)

Your uploads:

DISCOVER NOW

Our experienced support team is also available to personally assist you with in-depth questions about customisation, the **10-year availability guarantee**, and a **hotline for architects**.

SUPPORT BY VILLEROY & BOCH

We are committed to your success. Find out how Villeroy & Boch can assist you with your queries, projects and their planning and support you in your daily work.



10-YEAR AVAILABILITY GUARANTEE FOR O.NOVO AND ARCHITECTURA

A SECURE INVESTMENT IN PROJECT BUSINESS:

From first draft right through to implementation, architects, planners and interior designers can count on Villeroy & Boch's partnership in projects. The systems solutions offered with O.novo and Architectura make it possible to fit the most wide ranging requirements of projects on a world wide scale. All this with the added security of a 10 year availability guarantee make O.novo and Architectura a safe investment for your project. This 10-year availability guarantee applies to the following products* from the O.novo and Architectura collection in the colour White Alpin.

Product	O.NOVO	ARCHITECTURA
Washbasins 600 mm	5160 60 01	4188 60 01
Trap cover	5286 00 01	7264 60 01
Undercounter washbasin 600 mm	4162 60 01	-
Undercounter washbasin 500 mm	4162 50 01	-
Handwashbasin 450 mm	5360 45 01	4373 45 01
Handwashbasin 360 mm	5360 36 01	-
Washdown WC, wall-mounted	5680 R0 01	5684 R0 01
Washdown WC for close-coupled WC-suite, floor standing	5661 R0 01, horizontal outlet 5661 01 01, vertical outlet	5677 10 01, horizontal outlet -
Cistern	5760 YY 01	5773 11 01
Urinal	-	5573 00 01
	-	5574 00 01













* Subject to minor alterations in product design. The period of this availability guarantee begins on the date of purchase (purchase receipt) and ends after 10 years. The products are marked in the relevant price list with the "10 years" logo.

Downloads

DISCOVER NOW


Here you will find all the information and exclusive data downloads for our products. From **technical drawings**, **fact sheets** and **assembly instructions** to detailed **2D/3D & BIM data**.

DOWNLOADS

<h4>BIM</h4> <p>BIM DATA</p>	<h4>2D</h4> <p>2D DATA OF COLLECTIONS</p>	<h4>3D</h4> <p>3D DATA OF COLLECTIONS</p>	 <p>TECHNICAL DRAWINGS OF COLLECTIONS</p>
 <p>CUT-OUT TEMPLATES</p>	 <p>DATA WC-SEAT</p>	 <p>ASSEMBLY INSTRUCTIONS</p>	 <p>OPERATING INSTRUCTIONS</p>
 <p>PRODUCT SPECIFICATIONS</p>	 <p>CARE MANUALS</p>	 <p>BROCHURES</p>	 <p>FACT SHEETS</p>
 <p>ORDER FORMS</p>	 <p>SPARE PARTS CATALOGUES</p>	 <p>ENVIRONMENTAL PRODUCT DECLARATIONS</p>	

BROCHURES

Always there whenever you need them.



MAIN CATALOGUE

World of Bathrooms.pdf 131 kB	Villeroy_Boch.pdf 71 kB	Villeroy_Boch.pdf 121 kB
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COLLECTIONS

Aeris_Brochure.pdf 523 kB	More_3D_360_Brochure.pdf 101 kB	Saguna_Brochure.pdf 111 kB	Viccent_Brochure.pdf 111 kB
Viccent_Brochure.pdf 511 kB	Villeroy_Boch_Brochure.pdf 402 kB	Other_Brochure.pdf 211 kB	

MATERIAL INNOVATIONS

Concrete_glass_Brochure.pdf 112 kB	Optimal_Care.pdf 411 kB	Quartz_Brochure.pdf 511 kB
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ARCHITECTS AND PLANNER

Accessible_Brochure.pdf 131 kB	Bathrooms_of_the_Future.pdf 231 kB	Facelook_Architects_Planners.pdf 211 kB	Facelook_Hygiene.pdf 711 kB
Facelook_Healthy_Innovation.pdf 511 kB	Head_of_the_Future.pdf 511 kB	Transportation_for_public_spaces.pdf 511 kB	Why_V&B.pdf 511 kB

Sample folder

DISCOVER NOW

Use our practical and professional templates to make your planning efficient and clear. Bundle all relevant project data such as **product information and dimensions, available colours and prices** in one document. And send them perfectly prepared to your customers.

Product Selection Interface:

BATHROOM & WELLNESS TILES KITCHEN DINING & LIFESTYLE

CURRENT ARCHIVE Create new sample folder Create


☐ Name Amount Changed ^ Created Actions ⚙

test Duplicate Download Copy Link

Add a description. ✎

To add a product add article number, product number or keyword Search

Show results 1 to 1 from 1. 1 X

Product image and name	Product details																										
 RECTANGULAR BATH Architectura Go to product detail page	<table border="1"> <tr> <td>Article title</td> <td>Villeroy & Boch Architectura Rectangular bath Solo, 1600 x 700 mm, White Alpin</td> </tr> <tr> <td>Article number</td> <td>UBA167ARA2V-01</td> </tr> <tr> <td>Assembly / Assembly type</td> <td>Installation</td> </tr> <tr> <td>Scope of delivery</td> <td>1 x rectangular bath</td> </tr> <tr> <td>Length in mm</td> <td>1600</td> </tr> <tr> <td>Width in mm</td> <td>700</td> </tr> <tr> <td>Height in mm</td> <td>485</td> </tr> <tr> <td>Interior depth</td> <td>490</td> </tr> <tr> <td>Collection</td> <td>Architectura</td> </tr> <tr> <td>Product designation</td> <td>Rectangular bath</td> </tr> <tr> <td>Weight in kg</td> <td>21</td> </tr> <tr> <td>Outlet / outlet</td> <td>outlet at the foot end</td> </tr> <tr> <td>Material</td> <td>Acrylic</td> </tr> </table>	Article title	Villeroy & Boch Architectura Rectangular bath Solo, 1600 x 700 mm, White Alpin	Article number	UBA167ARA2V-01	Assembly / Assembly type	Installation	Scope of delivery	1 x rectangular bath	Length in mm	1600	Width in mm	700	Height in mm	485	Interior depth	490	Collection	Architectura	Product designation	Rectangular bath	Weight in kg	21	Outlet / outlet	outlet at the foot end	Material	Acrylic
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Collection	Architectura																										
Product designation	Rectangular bath																										
Weight in kg	21																										
Outlet / outlet	outlet at the foot end																										
Material	Acrylic																										

DOWNLOAD FOLDER "NEW SAMPLE FOLDER"

Select the various options for creating your sample folder below:

SELECT YOUR DESIRED OUTPUT FORMAT:
☐ PDF ☐ Word (.doc)

SELECT A TITLE PAGE:
 Subway 3.0

INCLUDE VILLEROY & BOCH BROCHURE IN THE SAMPLE FOLDER
☐ Add „Why V&B“
☐ German ☐ English

COPY THE CONTACT DATA INTO THE SAMPLE FOLDER
☐ Enter contact details

First Name Last Name

Company 1

Company 2

Company 3

Company 4

Street

Postal Code City

Phone

Mobile Phone

Email Address

SAMPLE FOLDER
NEW SAMPLE FOLDER

PREMIUM
DESIGN
PLUS
START

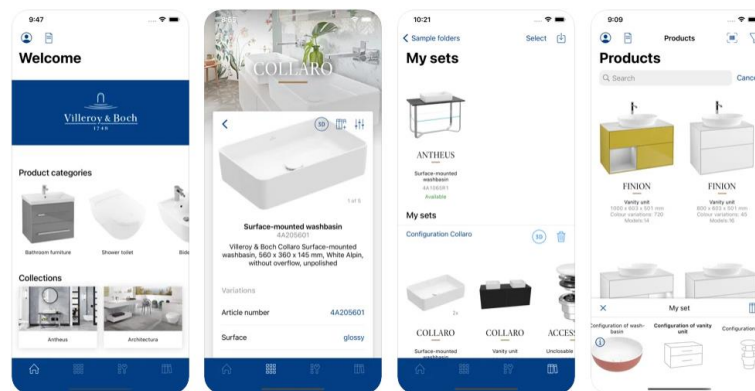
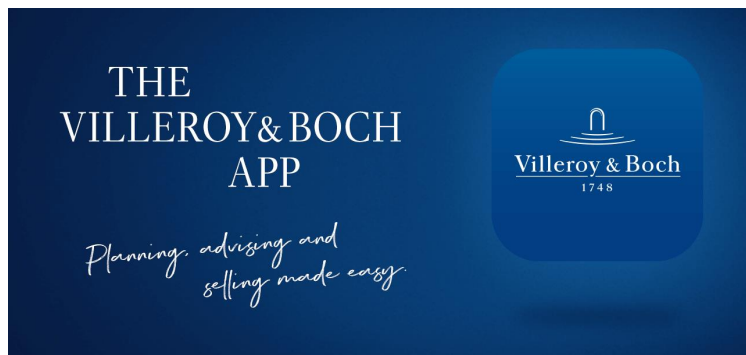
PRO.VILLEROY-BOCH.COM

Go to overview

Villeroy & Boch App

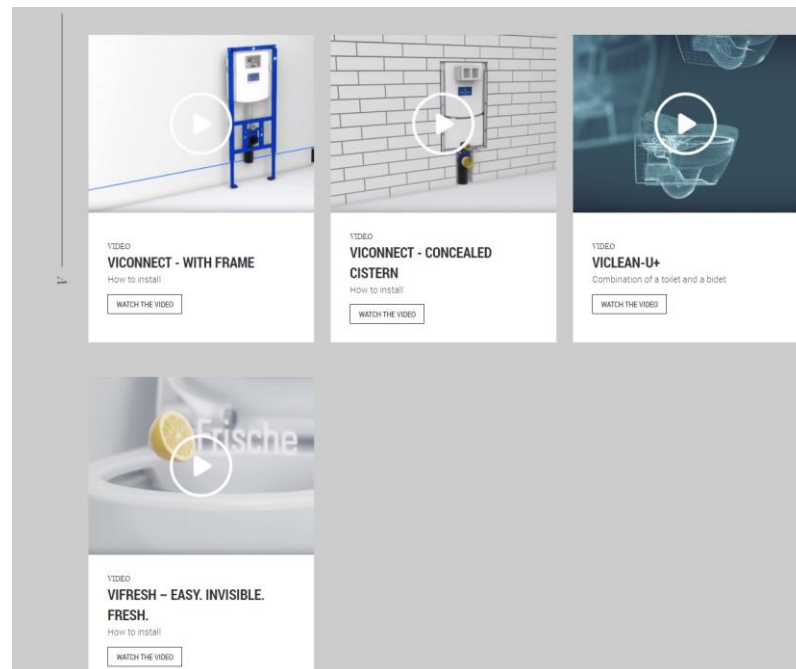
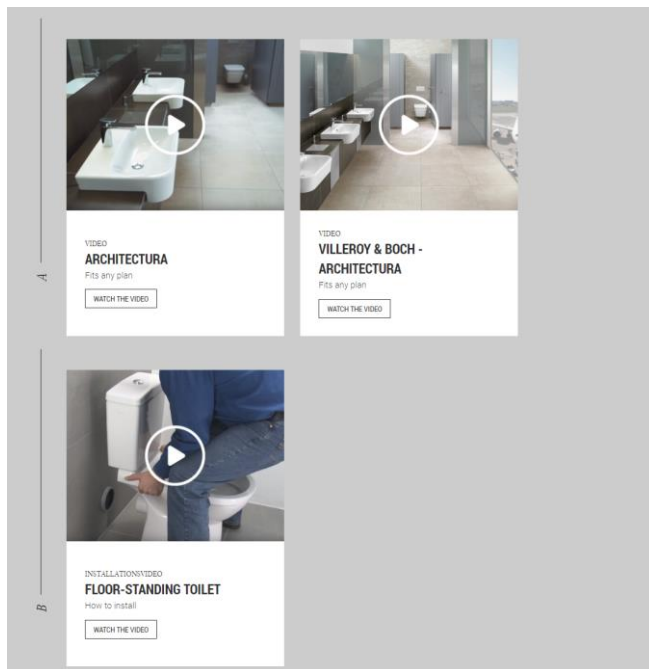
DISCOVER NOW

The new Villeroy & Boch app puts all the information you need about your bathroom at your fingertips. **Current prices, dimensions, installation instructions and much more** are now available at a glance on **your smartphone, tablet or PC**. Configure the desired product equipment together with your customers and check article availability immediately. Whether in the showroom or on the road - the new Villeroy & Boch app is **the smart tool for your planning and advice**.



DISCOVER NOW

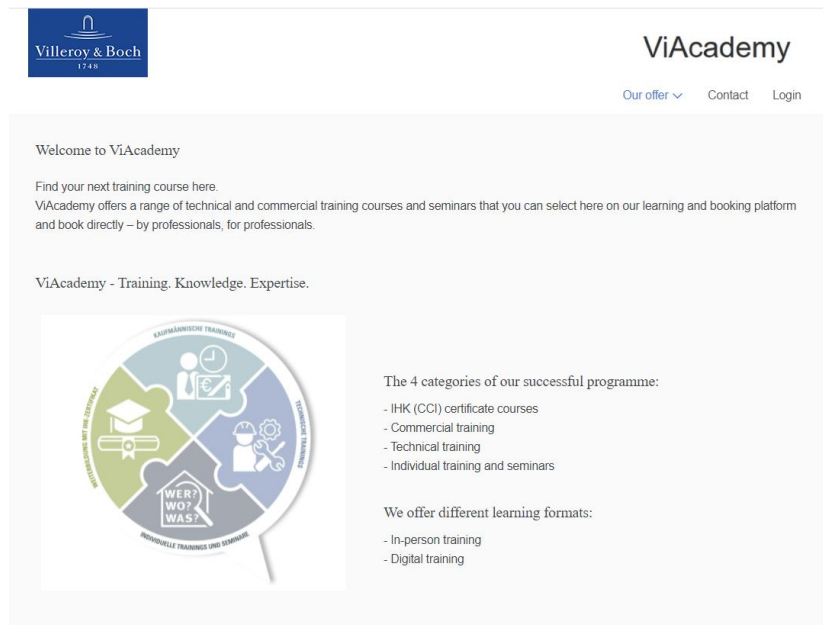
In our video database, you will find product and installation videos to support you in both the consultation and the product installation. From detailed step-by-step instructions to sales-promoting product and collection presentations.



Further education: ViAcademy training portal

DISCOVER NOW

The ViAcademy booking portal gives you a comprehensive overview of our wide range of training courses. Find the right **continuing education series with IHK certificate** and expand your know-how with proven **commercial and technical training**. Discover our **digital training formats** or book a personal **face-to-face training** right away.



ViAcademy


Our offer ▾ Contact Login

Welcome to ViAcademy

Find your next training course here.

ViAcademy offers a range of technical and commercial training courses and seminars that you can select here on our learning and booking platform and book directly – by professionals, for professionals.

ViAcademy - Training. Knowledge. Expertise.

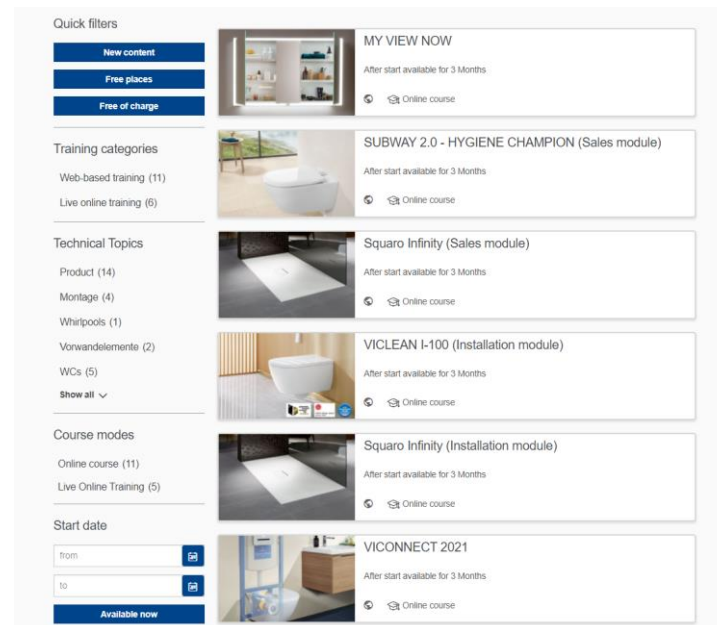


The 4 categories of our successful programme:

- IHK (CCI) certificate courses
- Commercial training
- Technical training
- Individual training and seminars

We offer different learning formats:

- In-person training
- Digital training



Quick filters

- New content
- Free places
- Free of charge

Training categories

- Web-based training (11)
- Live online training (6)

Technical Topics

- Product (14)
- Montage (4)
- Whirlpools (1)
- Vorwandelemente (2)
- WCs (5)
- Show all ▾

Course modes

- Online course (11)
- Live Online Training (5)

Start date

from to

Available now

MY VIEW NOW

After start available for 3 Months

Online course

SUBWAY 2.0 - HYGIENE CHAMPION (Sales module)

After start available for 3 Months

Online course

Squaro Infinity (Sales module)

After start available for 3 Months

Online course

VICLEAN I-100 (Installation module)

After start available for 3 Months

Online course

Squaro Infinity (Installation module)

After start available for 3 Months

Online course

VICONNECT 2021

After start available for 3 Months

Online course

DISCOVER NOW

All images and videos of our products and collections are stored in our image database. From high-quality milieu shots to cropped product photos: Thanks to the intuitive search function, you can quickly find all the media data you need in various sizes and formats to download them quickly and conveniently.

PICTURES
 LOGO
 POINT OF SALE
 VIDEO
 BASKET

SEARCH BY ITEM NUMBER

☒ Incl. novelties
 ☐ Without novelties
 ☐ Novelties only

☒ Incl. expired
 ☐ Without expired
 ☐ Expired only

Item number

☒ All
 ☐ Freestanding
 ☐ Milieu
 ☐ POS material
 ☐ Video

Start search

INNOVATIONS

☐ Comfort
 ☐ Hygiene
 ☐ Design
 ☐ Sustainability
 ☐ Material

☐ Other

Start search

SEARCH IN CATEGORIES

☒ All
 ☐ Freestanding
 ☐ Milieu
 ☐ Video

☒ Incl. novelties
 ☐ Without novelties
 ☐ Novelties only

☒ Incl. expired
 ☐ Without expired
 ☐ Expired only


Collection / Range

Product group

Colour

Start search





File size
183.26 MB / Filetype: .tif
 Dimensions
8335 x 5708 Pixel
 Resolution
300 dpi
 Colour space
CMYK
 Creation date
2021-11-27T05:22:15Z
 Filename
VB_ANTIHEUS_2018_M0285.tif
 Asset Category
Milieu

PRODUCT LINK WELLNESS

Item number	Visual description	Collection / Range	Product group	Colour	Status
U801754in+H7423V-01	Free-standing bath	Antiheus	Bath	White light (21)	● in stock

PRODUCT LINK BATHROOM

Item number	Visual description	Collection / Range	Product group	Colour	Status
83050Pfr	Mirror shelf	Antiheus	Mirror	Black-iron (Pfr)	● in stock
A1108Pfr	Surface-mounted vanity basin	Antiheus	Surface-mounted vanity basin	White light-CeramicPlus (Pfr)	● in stock
856401RC	Marble countertop with frame made of high-gloss steel	Antiheus	Vanity unit for washbasin	Ceramic (RC)	● in stock
83050Pfr	Mirror	Antiheus	Mirror	Black-iron (Pfr)	● in stock

PRODUCT LINK TILES

Item number	Range	Product group	Surface	Segment	Material	Format	Status
2663URPfr	Warmochic	Basic tile	polished	Excellence	Graced porcelain stoneware	60 x 60	● in stock
1918URD	Warmochic	Basic tile	glossy	Excellence	non-thermic	40 x 120	● in stock

Add to shopping cart
 Download in high resolution
 Download in low resolution (TIF / CMYK)
 Download in low resolution (JPEG / RGB)

Back to search result
 New search
 Show shopping cart

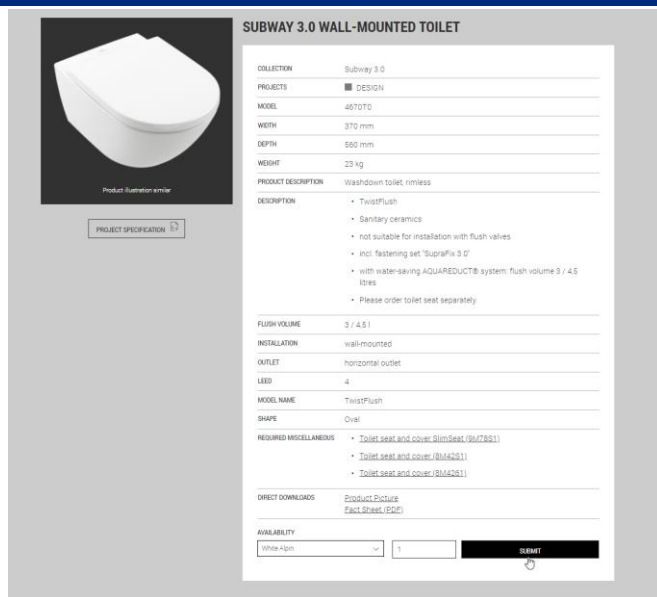


DISCOVER NOW

The item availability tool shows you an accurate and up-to-date **live overview of the availability of an item**. The maximum query quantity is 36 articles*. This allows you to check in real time whether the desired item is available.

*For larger enquiries, the responsible clerk will be happy to provide information.

Product detail page



SUBWAY 3.0 WALL-MOUNTED TOILET

COLLECTION Subway 3.0

PROJECTS DESIGN

MODEL 4070T0

WIDTH 370 mm

DEPTH 560 mm

WEIGHT 23 kg

PRODUCT DESCRIPTION Washdown toilet, rimless

DESCRIPTION

- TwistFlush
- Sanitary ceramics
- not suitable for installation with flush valves
- incl. fastening set "SupraFix 3.0"
- with water-saving AQUAREDUCT® system: flush volume 3 / 4.5 litres
- Please order toilet seat separately

FLUSH VOLUME 3 / 4.5 l

INSTALLATION wall-mounted

OUTLET horizontal outlet

LEED 4

MODEL NAME TwistFlush

SHAPE Oval

REQUIRED MISCELLANEOUS

- Toilet seat and cover SlimSeat (9047631)
- Toilet seat and cover (8046261)
- Toilet seat and cover (8046261)

DIRECT DOWNLOADS Product Picture, Fact Sheet (PDF)

AVAILABILITY White-4pin 1 **SUBMIT**



Homepage

YOUR PROFILE & SERVICES

MEDIA DATA POOL

PRODUCT AVAILABILITY

You can check here directly the availability of a product in the product number, the desired quantity and click "submit".

41156L01 1

SEND Available

HOTLINE

Mo – Thu:
8.30 – 13.00 & 14.00 – 17.00
Fr:
08.30 – 13.00 & 14.00 – 16.00

Phone
+44 208 971 4028
Email
Sales.BV@UK.villeroy-boch.com

Contact person

Your contact person will get in touch with you as soon as possible.

SEND REQUEST

Go to overview



Order search (only for wholesale)

DISCOVER NOW

- 1) Check the **exact status of your orders in real time**. Find out the exact time and quantity of items arriving.
- 2) Keep **track of delivery receipts and download them at any time**. This function is only available to customers who order directly from Villeroy & Boch. If the delivery receipts are not available, please contact us so that we can get in touch with the carrier.

ORDER SEARCH

Job number

Order number

Date from :

Date until

Your order is in process.
 A partial delivery is in process and will be shipped with your next loading.
 Shipment in process or already shipped.
 No status available. Please contact our sales department.

Show entries

Search:

Order number	Status	Wholesaler order number	Order date	Positions
0037831534		004506613	2021-09-01	1

Position	Status	Material Number	Name	UNIT	Ordered quantity	Delivered quantity	ETD	ETA	URL
000010		5661H101	Q.novo WC Combipack 4,5/3L SC	ST	1	0	2021-09-21	2021-09-21	Link

- ETD= estimated time of delivery- date on which the goods are expected to leave our warehouse.
- ETA= estimated time of arrival - date on which the goods are expected to arrive at the customer's premises.

shipmentcontrol directlink 🔍 🔒 🔖

Funktion	Datum	Adressen	Referenz Nummern	Port (ETD)	D
	2.10.2021	VILLEROY & BOCH AG D 69679 LOSHEIM	0098473702-0001407819 0098473702	Port (ETA)	N

Proof of delivery (Réception élargie)

Facility (Agence) 538

Contrat: 4460209137 1 / 1
 Livré
 Expéditeur: VILLEROY ET BOCH VALENCE
 Colis: 1 EW SSCC 1
 Poids: 109 kg
 19/10/2021 10:36
 (Image Pish - Key)

Consignee (Destinataire)
 VILLEROY ET BOCH
 RUE DU 11 NOVEMBRE
 F 82400 VALENCE
 64460209137
 0098464535-0001406565

Consignor (Expéditeur)
 VILLEROY ET BOCH
 RUE DU 11 NOVEMBRE
 F 82400 VALENCE
 64460209137
 0098464535-0001406565

Consignment no. (Numéro de contrat)
 64460209137

Ordernumber (Numéro de commande)
 0098464535-0001406565

Quant. Pack (Nombre/ unités)
 1 EW SSCC
 00137010160295105177

Content (Contenu)
 BAD UND WELLNESS

Pal-Pos (sup de manu)
 0098464535

Marks&Numbers (Marquage)
 0098464535

Weight (Poids)
 109

Customer delivery note number (Numéro du bon de livraison)
 0098464535

Complaint recording

DISCOVER NOW

In the event of a complaint, our team will deal with your request quickly and in a service-oriented manner. In this area you can:

- 1) Create and submit your **online complaint regarding the INSTALLED GOODS** directly. This way you do not have to send cumbersome emails to your customer service or to our technicians.
- 2) **Track the status of your complaints** and contact us at any time.

Simply contact your **Villeroy & Boch customer service** if you have a problem.

Form to create your complaint

Status of the complaints

Contact customer service

Complaint Registration Existing Complaints Your contact person at V&B Translations

Here we have established a fast and straightforward means of requesting assistance from our after-sales service for products which have already been installed.

Your familiar back-office support contact remains at your service for complaints relating to products and damage caused in transit to products which are currently at your warehouse.

For further questions please contact aftersales@villeroy-boch.com.

Info: If your dealer is not listed in the search function, please enter the contact details of the installer in the description field in accordance with the following scheme (Surname, Name, Company, Phone, E-Mail).

Retailer / Showroom
 Name
 Testaccount for Prof Portal DE
 Street
 Saarstr. 1
 Zip code
 66663
 City
 Mettlach
 Country
 DE

Wholesaler
 Customer number
 Name
 City
 Search

Complaint Registration Existing Complaints Your contact person at V&B Translations

Due to a system change, only cases from 28.09.2020 can be displayed

Ref. no V&B	Customer	Ref. no wholesaler	City	Description	Status
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Complaint Registration Existing Complaints Your contact person at V&B Translations

Name: After Sales UK
Tel.: +44 (0) 208 871 4028
E-Mail: [aftersales\(at\)villeroy-boch.co.uk](mailto:aftersales(at)villeroy-boch.co.uk)

Here's to successful and efficient cooperation!

We welcome your suggestions and questions.

SERVICES
PROFESSIONALS
NEED

