3 Chelsham House, Chelsham Road, London SW4 6NW
07702 246 084 | pinto@provac-ltd.com
www.provac-ltd.com

SERVICE, REPAIR & MAINTENANCE

Central vacuum systems | Customer service terms

Service call-out charges

ProVac Solutions Ltd provides professional inspection, servicing and repair of central vacuum systems for residential properties.

WITHIN THE LONDON M25

£160.00

OUTSIDE THE LONDON M25

FROM £180.00

The call-out fee covers the engineer's visit, assessment and initial diagnostic inspection. A return visit for additional repairs or parts may incur a further call-out charge.

LONG-DISTANCE APPOINTMENTS

For locations further afield, visits can be arranged alongside other work in the same region or along a suitable route. Customers willing to wait may benefit from our standard rate; dates cannot be guaranteed. An earlier dedicated visit may be arranged with additional travel charges agreed in advance.

Parking, congestion, delivery and other agreed specialist costs may be charged where applicable.

Repairs & replacement parts

We will explain the fault, proposed repair and likely costs before carrying out additional work.

Motor replacement

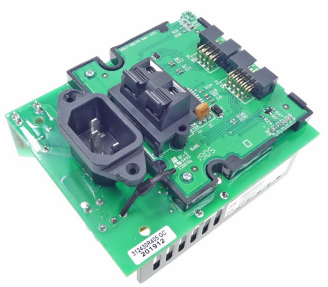
Common signs of motor trouble include reduced suction, unusual noise, burning smells, frequent filter clogging or loss of performance.



Typical motor replacement: £120.00 - £300.00
Depending on manufacturer and model.

Other common repair costs

PCB replacement	**£90.00 - £200.00**
Motor brush replacement	**£20.00 - £60.00**
Replacement filters	**£30.00 - £70.00**



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Machines we supply & support

Our current central vacuum machine range includes Menred, BVC and BEAM. We also inspect and repair other central vacuum brands where compatible parts are available.



MENRED



BVC S600



BEAM

Machine warranty overview

The following periods cover eligible motor and electrical component defects, including printed circuit boards (PCBs), subject to the applicable written warranty conditions.

MENRED — **2 years**

Year 1: manufacturer. Year 2: ProVac Solutions Ltd.

BVC — **10 years**

Manufacturer warranty on motor and electrical components.

BEAM — **2 years**

Manufacturer warranty on motor and electrical components.

Labour under ProVac's additional commercial warranty is covered for the first 90 days, as described in the separate Warranty & Care Guide. This does not restrict applicable statutory consumer rights.

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SERVICE, REPAIR & MAINTENANCE

Central vacuum systems | Customer service terms

Central vacuum system servicing

Regular servicing helps maintain suction performance, improve reliability and extend the useful life of the system. Our comprehensive 10-point inspection includes:

- ✓ Clean power unit and main filter
- ✓ Clean secondary filter
- ✓ Inspect motor(s) and brushes
- ✓ Inspect electrical components and gaskets
- ✓ Check low-voltage connections
- ✓ Inspect wall inlet valves
- ✓ Check pipework for blockages
- ✓ Examine hose and connections
- ✓ Clean and refresh pipe system
- ✓ Inspect hose storage area

Regular servicing starts from £160.00 per visit.

Blockages & pipework inspection

Although blockages are uncommon, they can occur within central vacuum pipework. Our investigation may include specialist equipment, such as an endoscope camera where required.

BLOCKAGE INVESTIGATION & REMOVAL

From £180.00: includes investigation and blockage removal for up to 1 hour on site, subject to location and accessibility.

Additional labour: £60.00 per additional hour, with the customer's agreement. Additional travel charges for distant locations will be confirmed in advance.

We will advise you if further time or specialist work is required before proceeding.

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SERVICE, REPAIR & MAINTENANCE

Central vacuum systems | Customer service terms

Power unit replacement / machine swap

Replacement or relocation of an existing central vacuum power unit. The price excludes the machine, replacement parts and any additional materials.

STARTING FROM

£180.00

Final pricing depends on postcode, access, system compatibility and installation requirements.

TRAVEL & APPOINTMENT ARRANGEMENTS

For locations further afield, machine swaps can be scheduled alongside other work in the same region or along a suitable route. Customers willing to wait may benefit from standard rates, but a date cannot be guaranteed. Earlier dedicated appointments are available subject to additional travel charges agreed in advance.

Payment for replacement parts

All replacement parts, including motors, printed circuit boards (PCBs) and other components, must be paid for in full before they are ordered. We will confirm the cost and obtain your approval before placing an order. Any labour or installation charges will be confirmed separately.

Important information

Every system is different. Final costs may vary depending on equipment make and model, age and condition, availability of replacement parts, access requirements and additional work required. A full assessment will be carried out before any further repair work is undertaken.

Need service or a repair?

Call 07702 246 084 or email pinto@provac-ltd.com. We will advise on availability, likely charges and next steps.

Prices shown are indicative starting prices or ranges unless expressly stated otherwise. This document should be read alongside the applicable quotation, ProVac Terms & Conditions and Warranty & Care Guide. Nothing here affects statutory consumer rights.