



PRODUCT WARRANTY & CARE GUIDE

Central vacuum systems | MENRED • BVC • BEAM

A clear guide to machine warranty cover, care and after-sales support for central vacuum systems supplied by ProVac Solutions Ltd.

WARRANTY AT A GLANCE

BRAND	EQUIPMENT WARRANTY
MENRED	2 years covering eligible motor and electrical component defects, including the PCB. Manufacturer: year 1; ProVac: year 2.
BVC	10-year manufacturer warranty on the motor and electrical components, including the PCB, subject to model-specific terms.
BEAM	2-year machine warranty covering eligible motor and electrical component defects, including the PCB, subject to applicable terms.

OUR ADDITIONAL LABOUR WARRANTY

90 days: Under ProVac's voluntary warranty, eligible repair labour is covered for the first 90 days from installation or commissioning for ProVac-installed systems, or from purchase for supply-only machines.

After 90 days, labour, travel, diagnostics and call-outs may be chargeable under the voluntary warranty, even where an eligible replacement component is supplied free of charge. Any charges will be explained in advance.

YOUR CONSUMER RIGHTS ARE PROTECTED

The warranties in this guide are additional commercial benefits. They do not replace, exclude or restrict statutory rights under the Consumer Rights Act 2015. Where the law requires a remedy free of charge, necessary labour and associated costs will not be charged.

Please retain your purchase invoice, installation handover record and any model-specific manufacturer warranty supplied with your machine.

Final edition | 9 October 2026 | PVS-WAR-2026-10



MENRED | MACHINE WARRANTY

ProVac-backed additional warranty



2 YEARS OF MACHINE COVER

Menred central vacuum machines are supplied with a two-year warranty covering the motor and electrical components, including the PCB. The first year is provided by Menred; the second year is covered directly by ProVac Solutions Ltd.

IMPORTANT TO KNOW

ProVac-backed second-year cover applies to eligible motor and electrical component defects, including the PCB. Consumables, ordinary wear and misuse are not covered by this additional warranty.

LABOUR & AFTER-SALES SUPPORT

ProVac's additional repair labour cover is 90 days from installation/commissioning for systems installed by ProVac, or purchase for supply-only machines. Afterwards, charges may apply under the voluntary warranty. This does not affect any statutory entitlement to a free remedy.

CARE & MAINTENANCE

Empty the collection bin as required and inspect accessible filters in line with the Menred instructions. Do not vacuum wet material, plaster or construction debris without a suitable approved arrangement.

Illustrative machine photograph supplied by ProVac. Warranty terms apply to the actual model shown on your invoice.



BVC | MACHINE WARRANTY

German-engineered central vacuum systems



10-YEAR MOTOR & ELECTRICAL WARRANTY

BVC provides a ten-year manufacturer warranty on the motor and electrical components, including the PCB, as confirmed by ProVac. Cover is subject to the applicable model-specific manufacturer terms.

IMPORTANT TO KNOW

The ten-year period relates to the motor and covered electrical components; it does not automatically extend to consumables, accessories or installation labour. Retain the written BVC warranty and check any applicable registration, service or usage conditions.

LABOUR & AFTER-SALES SUPPORT

ProVac's additional repair labour cover is 90 days from installation/commissioning for systems installed by ProVac, or purchase for supply-only machines. Afterwards, charges may apply under the voluntary warranty. This does not affect any statutory entitlement to a free remedy.

CARE & MAINTENANCE

Check bags, collection container and the motor-protection filter as instructed for your BVC model. Any optional exhaust or HEPA filter should be maintained according to the fitted configuration.

Illustrative machine photograph supplied by ProVac. Warranty terms apply to the actual model shown on your invoice.



BEAM | MACHINE WARRANTY

Central vacuum systems



2 YEARS OF MACHINE COVER

BEAM machines have a two-year warranty covering eligible defects in the motor and electrical components, including the PCB, as confirmed by ProVac. The applicable manufacturer terms and exclusions apply.

IMPORTANT TO KNOW

The two-year period covers eligible motor and electrical component defects, including the PCB. Labour under ProVac's additional warranty is separately limited to 90 days; statutory consumer remedies remain unaffected.

LABOUR & AFTER-SALES SUPPORT

ProVac's additional repair labour cover is 90 days from installation/commissioning for systems installed by ProVac, or purchase for supply-only machines. Afterwards, charges may apply under the voluntary warranty. This does not affect any statutory entitlement to a free remedy.

CARE & MAINTENANCE

Empty the dirt receptacle when needed, check accessible filtration and follow the BEAM manual for your specific model. Keep the motor unit adequately ventilated and avoid unsuitable debris.

Illustrative machine photograph supplied by ProVac. Warranty terms apply to the actual model shown on your invoice.



CARE, SERVICE & WARRANTY SUPPORT

Practical guidance to help your central vacuum system perform reliably.

RECOMMENDED CARE

ITEM	RECOMMENDATION
Dust container / bag	Check regularly; empty or replace before becoming overfilled.
Motor protection filter	Inspect and maintain only as directed in the model-specific manual.
HEPA / exhaust filter, if fitted	Follow the machine instructions; not all externally exhausted machines use one.
Professional service	A service approximately every 2 years is recommended, adjusted for usage and manufacturer instructions.
Electrical repairs	Do not dismantle electrical components; contact a suitably qualified technician.

WHAT THE ADDITIONAL WARRANTY DOES NOT COVER

Normal wear and consumables; routine servicing; pipework blockages; accidental damage; misuse; unauthorised alterations; or faults caused by inappropriate materials, unsuitable installation by others or neglected maintenance. An exclusion applies only where relevant to the fault and does not override statutory rights.

HOW TO REQUEST WARRANTY SUPPORT

Contact **07702 246 084** or **pinto@provac-ltd.com** with your invoice, machine make and model, serial number (where available), a description of the problem and useful photographs. We will advise on the next steps and explain any proposed charge before work proceeds.

STATUTORY RIGHTS

This guide sets out additional voluntary warranty arrangements. It does not restrict legal rights under the Consumer Rights Act 2015 or other applicable law. Any statutory right to a repair or replacement without charge takes precedence over a commercial warranty labour limit.

ProVac Solutions Ltd | www.provac-ltd.com | NICEIC Approved Installer