



Pro Vac Solutions Ltd
Product Warranty Information
(Effective from 1st January 2026)



GVL1001

Warranty Conditions:

This is the sole and exclusive warranty of the seller: Pro Vac Solutions Ltd, hereafter ("PVS") for products, supplied directly from PVS, the seller and are safeguarded by the manufacturer(s) warranty for central vacuum machines and associated cleaning equipment.

For an initial 2-year period -from the date of purchase, our products are covered by the terms of the UK Consumer Rights Act 2015 (CRA 2015), and the terms of our warranty agreement, doesn't affect your statutory rights within the initial 2-year period. Any labour costs arising from repairs or replacement of parts, are covered within the initial 2-year period of the warranty, and any labour costs, thereafter, are the responsibility of the customer.

An extended **SACHVAC** warranty of up to 5-years, is available, subject to the specific terms and conditions of our statutory requirements, relating to the correct due care and servicing of our vacuum systems, as detailed in our 'Statutory Conditions of Warranty' document -#PVS1001. Machine must be registered within 15 days of the purchase date. Link for the registration form - <https://sachvac.com/en/warranty-extension/>

Limited Warranty Cover:

The warranty(s) are valid from the date of purchase and are applicable to domestic use vacuum units and equipment, which must be installed within six months of the purchase date.

Separate warranties are applicable for commercial or industrial vacuum systems and are applied to individual contracts, subject to the type of intended application.

Should any defect in material or workmanship appear within the time of these warranty periods, the seller should be contacted immediately, and the original invoice provided, as proof of purchase.

It is the responsibility of the customer, hereafter ("the customer") to notify the seller within ten calendar days of the discovery of any claimed defect. Such notice must be made in writing or by email, stating the nature of the defect, the model, serial number (if applicable) and a detailed description of the problem. If deemed necessary, the customer may be asked to return the alleged faulty goods that are covered by the warranty -postage paid by the customer- to the seller's premises for analysis.

At their discretion, (PVS) will repair or replace any faulty part(s) arising from defective or faulty material(s), including sub-standard workmanship. The cost of any repair work or replacement part(s) is assumed by (GVL) within the first 2-years of the warranty. (PVS) will endeavour to repair or replace any defective items and return the items to the customer within a maximum period of 12 working days.

In the event of a machine part(s) malfunction, (PVS) are not obligated to exchange the complete vacuum machine, but will replace the defective item(s), as soon as possible, subject to stock availability and a reasonable delivery period.

Any warranty claim relating to a broken/faulty cleaning hose, accessory, inlet valve etc, must be supported by photographic evidence, with the original invoice and written details of the nature of the claim.

(PVS) are not liable for any on-site labour charges or delivery costs, arising from the repair or replacement of any parts covered within this warranty period, if occurring after the initial 2-year warranty period.

Exclusions:

This warranty shall not apply to accidental damage, misuse, system blockages, neglect, acts of God, incorrect installation, improper modification or alterations, improper use and operation, misapplication, failure to provide proper maintenance of the machine, and replacement of filters, as instructed in the T&Cs of the statutory warranty provisions, detailed in document #PVS1001.

Should it be necessary to change any item within the BVC vacuum machine (electrical, mechanical or filters), such replacement items, can only be original-BVC parts & accessories, and any damage or malfunction resulting in the fitting of non-BVC parts & accessories, will render the warranty void.

In house labour is also excluded after the initial 2-year warranty period.

The (PVS) warranty may also be invalidated, if the central vacuum system is used to remove dry wall plaster deposits or similar building materials, during construction or renovation of a property.

Loss or theft of any items(s) from the consignment address or place of installation is not covered by the (GVL) warranty agreement.

Statutory Conditions of Pro Vac Extended Warranty

Our BVC-domestic vacuum machines are covered by an extended 10-year warranty and applies to domestic use only.

The extended warranty isn't a modification, but an add-on to the 2-year warranty agreement, required by UK law and it's contingent on the proper due care and use of the product, and the occasional replacement of the primary filter(s), and a system service during the extended warranty period.

Just like any other domestic item in your home (boiler, heat pump, ventilation system, wood burning stove & chimney etc) a central vacuum cleaning system requires a certain level of care and servicing, with regular cleaning of the machine and filters.

There are no industry standards, with regards to the servicing of a central vacuum system, and it very much depends on usage patterns, the size of property and other factors like, flooring type and pets etc. The recommended service periods vary for different manufacturers from 2 to 4 years, with interim changes of filters and basic D.I.Y maintenance recommended.

It's mandatory to have the BVC machine serviced every 2-years of use - during the extended 10-year warranty period - to comply with the extended warranty period conditions.

The customer can change the inverted motor protection and HEPA filters on a D.I.Y basis, at any time, during the recommended periods of use, but a service visit is obligatory, and can only be undertaken by a proficient Pro Vac operative. For our records (PVS) require proof of the service visit (invoice or receipt), submitted to (PVS), and date and the hourly use of the machine, and serial number recorded.

To arrange for a service visit, please contact this office and we have a range of instruction manuals that can be requested by email, or downloaded from our website, and videos relating to the principal machine components and maintenance techniques.

COMPLIANCE ITEMS FOR 10-YEAR EXTENDED WARRANTY CONDITIONS

Item:	Mandatory Replacing:	Interval Period:	Optional / Requisite:
Vacuum Motor			Requisite
Ebox /PCB			Requisite
HEPA Filter	Mandatory	2-Years or 200 hours	Optional Use
Motor Protection Filter	Mandatory	4-Years or 400 hours	Requisite
Disposable Filter Bags		3-4 Months	Optional /Recommended
Service Visit	Mandatory	2-Years or 200 hours	Requisite

Only original BVC spares and accessories can be used, which must be purchased through an official BVC agent. Proof of purchase (machine, spares & accessories), with a dated invoice is required for any warranty claims.

MAINTENANCE PROCEDURES

Machine Removal: For ease of access for changing the motor protection filter, or the vacuum motor, it's highly recommended to remove the machine from the wall mounting bracket and place it upside down on a flat surface.

As with any maintenance procedures, disconnect the power lead and the 2-core, low voltage cables from the rear (digital units) or top (analogue units) of the machine before proceeding.

The incoming pipe is then disconnected, by slackening the screws of the rubber hose cuff, and easing the pipe out of the port. Once all connections have been removed, the machine can be lifted upwards to free it from the retaining bracket, and carefully place upside down on the floor.

Any electrical work that may be required (changing a motor or Ebox/PCB etc), must be undertaken by a qualified operative, and any subsequent problems or damage, to the system resulting from repairs assumed by an unqualified operative, will be the sole responsibility of the customer, and may invalidate the warranty.

Never operate the BVC central vacuum cleaner without a properly installed motor cover.
Always make sure that the screws of the motor cover are tightly secured.
Failure to do so, could result in a severe electrical shock, or even fatality!



Remove the BVC Machine from the Wall: <https://www.youtube.com/watch?v=t7WLmc1u5dc>

MACHINE LOCATION & PLANNING

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Our 'Planning & Installation' brochure - (#24086), features various aspects of the planning process, and optimal location for the vacuum machine etc.

If a machine is located within a cupboard, or an enclosure, it will require some form of passive or mechanical ventilation (2 x door or 1 x ceiling or 2 x wall vents) to combat any heat gain from the machine if it isn't vented to atmosphere.

The temperature of the machine's location should be between + 5 ° C and + 35 ° C, to guarantee sufficient air circulation.

Failure to ensure adequate ventilation within the vicinity of an enclosed machine, could result in the machine overheating, and could affect the statutory and extended warranty.

Under no circumstances, should the system be used for vacuuming water/liquids, (unless using a wet interceptor cannister) and failure to comply will invalidate the complete 10-year warranty.

(1) HEPA Filter (item #12296):



Every BVC machine is supplied with a HEPA -high efficiency particulate air filter, which is used if the exhaust air cannot be routed to the outside (e.g., in a passive house, basement or cupboard etc). The HEPA 13 filter cleans the exhaust air up to 99.95%

The HEPA filter is contained within the top of the machine packaging, and on occasion the HEPA filter is pre-fitted - at the manufacturing stage - to meet the requirements of a particular installation, where venting the machine outdoors, isn't required, or can't be achieved.

The HEPA filter isn't required if the machine is being vented to atmosphere!

Installing and removing the HEPA filter:

Before installing or changing the HEPA filter, disconnect the main power plug, then loosen the screws of the motor cover and remove the cover.

Turn the motor cover upside down and set it on an even surface.

Place the HEPA filter on the retainers, gently push it down until it is completely engaged.

To remove the HEPA filter, gently push the retainers in an outward direction and lift-up the HEPA filter.



Changing the HEPA Filter - Video Link: https://www.youtube.com/watch?v=hbFI9Ny2_yo

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Renewal (Mandatory):

A regular check of the HEPA filter is highly recommended, and to conform with the terms of the 10-year warranty, the HEPA filter needs replacing every **2-years, or 200 working hours-** (whichever occurs first). The hourly use counter on every machine, is an easy way of monitoring the system use.

(2) Primary Motor Protection Filter (items #29120 & 29122):



The motor protection filter in the BLACKLINE series consists of CORDURA® textile fabric, and the CORDURA® fabric is 10 times more resistant to abrasion than cotton and keeps fine dust particles away from the motor. There is a weighted centre in the CORDURA® filter and when vacuuming, the filter is pulled upwards by the under-pressure, and the filter falls back into the dust container after completion.

Every machine incorporates the motor protection filter, which is pre-installed at the manufacturing stage.

Cleaning the motor protection filter:

To maintain a good suction level, and to prolong the life of the motor, it's important to clean the motor protection filter, every **6 to 12 months**, using a soft brush. The regular cleaning of the primary filter is also a good opportunity to inspect the filter for any signs of damage or perforation(s), which can occur if any abrasive or sharp objects are vacuumed inadvertently into the system.

Renewal (Mandatory):

When do you need to change the motor protection filter?

The filter can be changed at any time, if there's signs of wear and tear, but the terms of our **10-year** warranty, stipulate that the motor protection filter must be replaced at least every **4-years**, which is the recommended term for a machine service and change of filter.

Removing the Motor Protection filter:

Remove and turn the machine upside down and put it on an even surface. Remove the dirt canister by releasing the two retaining catches, and remove the filter bag (if fitted), and pull the spring tension ring of the filter, using the finger loop towards the centre of the machine. This will cause the filter to deform which is necessary for the correct removal.

Inserting the New Motor Protection filter:

Make sure that the motor compartment is entirely free of dust and dirt particles, as dust and dirt can damage the motor! To insert the filter, the filter must be formed to a semi-circle-figure of eight- and be placed gently into the retention channel/seam.

Be careful that the spring tension ring moves back slowly into its original form. The remaining bend needs to be pressed into the channel/seam when you should hear a snapping sound. It is very important that the spring tension ring is positioned accurately into the retention channel, to avoid damage to the motor. Remount the machine onto the wall, insert the disposable filter bag onto the black spigot and refasten the dust container.

Changing the Motor Protection Filter - Video Link: <https://www.youtube.com/watch?v=fKmO6r75t5E>



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(3) Disposable Filter Bags (item #13062):



The BVC Blackline machines are designed to operate, both with and without a disposable filter bag, but it's highly recommended that you use filter bags, as they provide a further layer of filtration-protection to the motor.
The Silverline machines incorporate a cotton (MPFs)-motor protection filter, and it's obligatory to always use disposable filter bags.

Disposable filter bags, offer a much cleaner and convenient method of emptying the dirt canister, and a far healthier experience overall, especially if the machine is housed within an enclosure or a cupboard.

The 16 litre bags are manufactured of a robust fleece like material, and typically a pack of 3 bags are sufficient for a full year of use, depending on flooring types and the size of property etc.

Depending on factors like cleaning schedules, flooring types and pets etc, the filter bags should be disposed of every 3 to 4 months, and visual checks should be made, to ensure that the filter bag isn't being overfilled, as this could result in the bag splitting, and the possible ingress of large dust deposits, entering the filtration system.

Changing the Filter Bag - Video Link:
<https://www.youtube.com/watch?v=nhkX-II8bvU>



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(4) Vacuum Motor (items #29003 & 29005):



The DOMEL- soft-start motors within the BVC machines, ensures a longer working system life, due to the electric current gradually increasing to full power, reducing vibrations and general wear and tear.

The motor suction power can also be regulated, with the TRIAC control system, communicating with the three-stage switch on the hose handle (potentiometer), or with the digital machines, the power can be regulated on the ebox of the machine.

The Swiss Electrotechnical Association **SEV** tests and certifies the BVC devices at regular intervals, and all BVC devices meet the highest quality standards.

SEV has evaluated and certified the BVC central vacuum cleaners as flawless, harmless, safe, and appropriate for their intended use, in compliance with IEC 60335-1:2020 for the safety of electrical appliances.

Changing the Motor - Video Link:
https://www.youtube.com/watch?v=JN_5BqitxGc



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Changing the motor must be undertaken by a qualified operative or electrician

(5) Electric E-box (items #21072 / 21074 & 21076):

The E-box incorporates the PCB and other electrical components and is the source for plugging in the mains electrical supply lead, and the 2-core-low voltage system wiring. The BVC E-boxes, comply with IEC 60335-1:2020 for the safety of electrical appliances.



(6) Dirt Cannister (item #13078):



Large capacity dirt cannister, manufactured in ABS plastic, with clear viewing - front panel.

(7) Rubber bin seal (items #12230 & 12232):



A good airtight seal between the machine body and the dirt canister is essential to maintain suction levels, and over time the bin seal may need replacing, if worn or damaged.

Changing the rubber bin seal-Video Link:
<https://www.youtube.com/watch?v=g23kI6moYm4>



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Warranty Periods - General Domestic Use:

Item:	Warranty:
<i>BVC Vacuum Machines -Motor & Electrical Items</i>	<i>Extended 10-Years or 500 hrs</i>
<i>BVC Machine-Steel Housing</i>	<i>20-Years</i>
<i>IntegraVac Units</i>	<i>3-Years</i>
<i>CVAC / BVC Inlet Valves -PVC</i>	<i>1-Year</i>
<i>CVAC /BVC Inlet Valves -Metal</i>	<i>5-Years</i>
<i>Hide-a-Hose Inlet Valves</i>	<i>1-Year</i>
<i>Installation Material-PVC Pipe & Fittings</i>	<i>1-Year</i>
<i>Automatic -CVAC Hoses</i>	<i>1-Year</i>
<i>BVC-Multi-Flex Hoses</i>	<i>4-Years</i>
<i>Standard -CVAC Hoses</i>	<i>1-Year</i>
<i>Hide-a-Hose -Retractable Hoses</i>	<i>1-Year</i>
<i>Hose Reels</i>	<i>1-Year</i>
<i>Cleaning Tools & Accessories</i>	<i>1-Year</i>
<i>Replacement Motors</i>	<i>2-Years</i>
<i>Replacement PCB's -Eboxes</i>	<i>2-Years</i>
<i>CORDURA® motor protection filter</i>	<i>4-Years</i>
<i>Cotton Motor Protection Filters</i>	<i>2-Years</i>
<i>HEPA Filters</i>	<i>2-Years or 200 hrs</i>

Warranty Periods – Commercial Use:

Item:	Warranty:
<i>BVC Commercial Machines -Motor & Electrical</i>	<i>2-Years</i>
<i>BVC Domestic Machines for Commercial Use</i>	<i>2-Years or 200 hrs</i>
<i>Separators</i>	<i>2-Years</i>
<i>CVAC Inlet Valves -PVC & Metal</i>	<i>1-Year</i>
<i>BVC Inlet Valves -PVC & Metal</i>	<i>1-Year</i>
<i>Hose Reels</i>	<i>1-Year</i>
<i>Installation Material-PVC Pipe & Fittings</i>	<i>1-Year</i>
<i>Automatic -CVAC Hoses</i>	<i>6-Months</i>
<i>BVC-Multi-Flex Hoses</i>	<i>2-Years</i>
<i>Standard -CVAC Hoses</i>	<i>6-Months</i>
<i>Domestic Type-Cleaning Tools & Accessories</i>	<i>3-Months</i>
<i>Replacement Motors</i>	<i>1-Year</i>
<i>Replacement PCB's -Eboxes</i>	<i>1-Year</i>
<i>CORDURA® motor protection filter</i>	<i>2-Years</i>
<i>Cotton Motor Protection Filters</i>	<i>1-Year</i>
<i>HEPA Filters</i>	<i>1-Years or 100 hrs</i>

Photo images are required to support any warranty claims, arising from a faulty item(s), and the invoice relating to the faulty item(s), must be provided.

If our BVC domestic machines are used in a commercial capacity (removal of heavier grade debris, sawdust, liquids, and unknown commercial substances etc), the warranty is limited to a 2-year period, but the mandatory use of filter bags, and periodic changing of the primary filter(s), still applies.

The commercial warranty also applies for applications in hotels, care homes, vehicle valeting facilities etc, due to the business-related nature, when using the vacuum system(s).

COMPLIANCE ITEMS FOR 2-YEAR COMMERCIAL WARRANTY CONDITIONS

Item:	Mandatory Replacing:	Interval Period:	Optional / Requisite:
Vacuum Motor			Requisite
Ebox /PCB			Requisite
HEPA Filter	Mandatory	1-Year or 100 hours	Optional Use
Motor Protection Filter	Mandatory	1-Year or 100 hours	Requisite
Disposable Filter Bags	Mandatory	When Required	Requisite
Service Visit		Recommended	Optional