



PROVAC SOLUTIONS LTD
Product Warranty Information
(Effective from 1st June 2026)



BEAM RANGE

"CARE AND MAINTENANCE PROCEDURES FOR BVC AND BEAM POWER UNITS"

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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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.



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

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 cannister 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 6 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_5BgixGc



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*Within the extended warranty, changing the motor or E-Box must be undertaken by a qualified PROVAC operative *

(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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